



"Abby Wondercheck"
<abbywondercheck@hotmail.com>

03/29/2007 08:11 AM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: time warner

To Whom it may Concern:

Thank you for investigating this issue with Time Warner. As a customer, it is nice to know that someone sees the runaround we are receiving from them.

I would like to make a few comments on my experience with the new Navigator. Since the day they installed the new Navigator, our system has not worked correctly. Not only has it been working incorrectly, all the good qualities of the old system were taken away.

I have contacted Time Warner about 3 times and the first two times I was told I would be credited for the inconvenience. The first call resulted in a \$10 credit and the second call resulted in approximately \$33 credit. However, I still do not feel that is proper compensation for the quality of the services and equipment they are providing. I don't believe the service is worth anywhere close to the approximately \$70 I pay each month.

Now, for the 3rd phone call. I spent one hour on the phone only to have the customer service tech argue with me and tell me I was only calling for credit and to argue with her. I have to say I wasn't the most pleasant customer, but I'm pretty sure I have a legitimate reason to be upset and short with them. She kept telling me they have sent all updates and I needed to give them a few more days before any credit would be issued. She said they were sending one final update in one day and it would solve the problems I was having. I began to argue as each time I have called they have said an update will be solving my problems in approx one week. Well, I'm still waiting for that to happen. She would not give me any credit and said I have been issued all the credit I deserved unless I had a tech come out and look at my equipment. Unfortunately, that is what I am doing tonight, but I am not the slightest excited or encouraged by that. I now have to be at my home waiting for them from 4:00-9:00 tonight.

So not only is their system and equipment being a nuisance to my time and not providing any of the conveniences it advertises, but now I have to be inconvenienced by the service call for equipment that I did not hurt or ruin. The customer service tech will then issue credit to me after service call is complete is a solution is made. Now, I have thoroughly been given the runaround as I am being denied credit for services that are not working properly. I have nothing good to say about the Navigator or the service I have been given by their customer service department. I think customers are finally getting tired of calling, waiting on hold, being treated rudely by reps, only to have equipment that still functions improperly. Please do everything you can to reimburse the customers for the troubles we have encountered. Once again, I appreciate the work you are doing to stand up for the customer. I will continue to watch the news for the progress you are making. Thank you!

Abby Wondercheck
abbywondercheck@hotmail.com

I'm making a difference. Make every IM count for the cause of your choice.

Join Now.

<http://clk.atdmt.com/MSN/go/msnnkwme0080000001msn/direct/01/?href=http://im.live.com/messenger/im/home/?source=hmtagline>



"Auto Body Supply"
<abodysupply@neb.rr.com>

03/28/2007 09:23 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Cable fiasco

When I got my DVR, I was so impressed. The features were so handy! I was even considering getting another one for my bedroom.

But since the change over, it's just been one frustration after another. The very features that I liked, don't even work anymore. There were delays and poor reception and inaccuracies and sometimes certain features just didn't work at all. And getting through on the phone to complain was absolutely impossible.

I understand that change is sometimes problematic especially when computers are involved. Some of the problems seem to be slowing getting taken care of but it's been a very frustrating and disappointing experience.

Quite frankly, I'd just like to have my old cable back!

Michele Ceraolo



"Angie"
<abusch@neb.rr.com>
03/28/2007 05:00 PM

To <cic@lincoln.ne.gov>
cc
bcc

Subject Time Warner Comment

I just wanted to share my issues with Time Warner. I had similiar complaints with my DVR box as many others: it would not record set programs, it reacted very slowly, on different days channels were complely missing, I lost a lot of features that I had before. My biggest frustration came when I tried to contact them. After waiting on hold for a very long time, they simply told me all they could do was reboot my box or I could bring it in and exchange it and hopefully that would solve my problems. They were not willing to offer a resolution to my problem that I was not receiving the service that I was paying for.

Thank you for your time and effort.

Angela Busch



"Kama Ogden"
<aemelia_eq@hotmail.com>
03/27/2007 11:12 PM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: Time Warner Cable

To whom it may concern,

My husband and I have been long time subscribers to Time Warners services. We have our internet, cable, DVR and phone through them, this Feb. we added a High Def tuner DVR as well. While we used to be very satisfied customers we have been very disappointed in our service since they started making the new changes to their DVRs. We have made numerous calls to their customer service and while they have tried to be helpful it was clear from what they said that they were also limited in the help they could provide. We had many problems with our DVR service in the last 8 months. The biggest being the long pauses and lags the DVR would take after you pressed a button on the remote. Often times this was as long as 5 minutes of frozen time. Generally we would give up and walk away because we were so frustrated.

We even looked into changing our service to Windstream or Direct TV but we decided to stay with Time Warner due to having to pay extra to get the local channels.

I am so happy that you are looking into this situation. My husband and I truly felt trapped in the situation caused by Time Warner. I would also like you to know that I do consider this to be an important issue and not just an election year issue. I am glad that our city counsel cares about the service (or lack thereof) we have been receiving from Time Warner.

Thank you so much for your time.

Kama and William Ogden
2836 Cedar Ave.
Lincoln 68502

i'm making a difference. Make every IM count for the cause of your choice. Join Now.



alam3503@aol.com
05/16/2007 01:15 PM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: TWC

I think it is stupid that TWC has made these changes on their software that does not work as it should. First off they should have not changed one city or state, it should have been all software. The only reason they chose Nebraska is that Lincoln has no other cable options. So people who want cable are stuck with TWC and they can't do anything about it. It is plain and simple, you can't use the market for a beta test. You are supposed to give the consumer a product that works and it doesn't. The software freezes and you can't watch it. The remote will lag out and you have to wait for it to catch up. Shows will be recording and the box will reset itself for software. The software does not hold programs until deleted like you tell it to. There is no priority of programs that you want to record like the old software. They had a good product and then they took it away. With all the problems occurring you can't even watch the tv, because it doesn't work. I know a full refund is not possible but \$5 a month for the box is not what the consumers want. If we can't watch tv because of the box we are losing more than just that \$5, we are losing everything else that we pay for. I know you will find something that is fair for the consumer. Thank you

Alex Lam
2157 Surfside Dr.
Lincoln, NE 68528
(281) 813-3174

AOL now offers free email to everyone. Find out more about what's free from AOL at AOL.com.



"Alex Strasheim"
<alex@strasheim.org>
Sent by: astrashe@gmail.com

05/16/2007 12:28 PM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: TWC's DVR service

I'm a DVR customer, and while I'm not as mad as many of the people whose comments I've read in the paper, I do have some problems with what's happened.

My main complaints are that the roll out was forced upon us, and that they implemented the roll out incompetently from an engineering perspective. I think this is something that would be clear to anyone who knows even a little bit about computer programming.

For example, the problems that caused the frequent rebooting of the devices were almost certainly caused by "memory leaks". A memory leak is a common programming error that occurs when a procedure allocates memory when it starts up, but doesn't relinquish it when it finishes. Eventually, the device runs out of memory, and it becomes slow or completely unresponsive. This is not some obscure technical knowledge that only experts possess -- any programmer would know about it.

There are ways of detecting and fixing memory leaks. You can run automated processes against the source code that try to detect them -- those programs are fairly effective, although not perfectly so. And you can simply test the product extensively before you release it to customers.

The memory leaks we saw were so severe and so common that I can't imagine that the product was tested before it was released to us. To put it another way, I think that we were the test -- we're the guinea pigs who were supposed to uncover the errors in the software before it can be released to a wider national user base.

Don't take my word for this stuff -- find a comp sci prof at UNL and ask him or her.

When they switched us over, the new product wasn't even feature complete -- it wasn't finished. And it wasn't anywhere near bug free. There was no reason for them to push the new product on us yet. They could have tested it with a small pool of volunteers and kept the old system up and running until the new system was reasonably solid. That would have been the responsible thing to do. It wouldn't have hurt them at all. But it's not what Time Warner did.

My DVR is running pretty well now. I can live with it. It's developed a new bug after the most recent software update -- it sometimes simply doesn't record a program that's been scheduled, and I can't figure out why. But that doesn't happen very often. Most of the key features it lacked immediately after the switch have been added. I'm ok with it.

I'm a satisfied customer, for the most part. Their internet service is beyond excellent, and I have found them to be wonderful in all of their core business activities. I don't want to demand a refund, or see a witch hunt.

This is not about malice or malfeasance -- it's about a lack of software engineering competence from a company that probably doesn't do a lot of software engineering. I'm willing to cut them some slack.

But I would like them to acknowledge what's happened, and to give us some assurances that they understand it, and that they're going to do better in the future.

In particular, I think they have to renounce the practice of using an entire city (or at least ours) as alpha or beta testers for their software. They need to come up with some other way of testing the code before the push it out into production.



Amy Sovereign
<amysovereign@yahoo.com>

03/28/2007 12:38 PM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: Navigator

I have had Digital cable for almost 6 years now & have never had as many problems with my service as I have since Time Warner changed to the Navigator.

First, my DVR wasn't working correctly (that has since been fixed).

Then, the "Day" button wouldn't work (still not fixed).

You can barely read the Guide, because it's all the same color (not fixed).

The descriptions of the shows are now about 1 sentence long (not fixed).

The Movies On Demand function all of a sudden required you to get a PIN number (when you never had a PIN before-has since been fixed).

The "View this channel now" option has been removed.

I've continued to pay for services that are mediocre at best. Half the time I don't even bother to call the Cable Company anymore when I have problems, because it doesn't do any good anyway. The old system worked fine, I never had any problems with it.

Please do something about this-

Amy Sovereign
7110 Van Dorn Street #72
Lincoln, NE 68506

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http://advision.webevents.yahoo.com/mailbeta/newmail_tools.html



Amy Sovereign
<amysovereign@yahoo.com>

04/14/2007 12:02 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: More Digital Cable Problems

In addition to the problems I already emailed to you a couple of weeks ago....

I was watching a movie tonight from their On-Demand movie list, I was almost through the movie "Stranger Than Fiction" when it stopped playing saying there was a server error. I tried playing it again to no avail.

Also, my DVR has started recording every episode of shows that I record-when I have it set to only record new shows. This of course means, that I have about 20 shows to delete every time I get home, because they're all repeats.

Amy Sovereign
7110 Van Dorn St #72
Lincoln, NE

Do You Yahoo!?

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Angie Renae
<angierenae@yahoo.com>

05/16/2007 04:56 PM

Please respond to
angierenae@yahoo.com

To cic@lincoln.ne.gov

cc

bcc

Subject TWC issues

I want compensation. I already have HBO and Showtime. Taking each customer by a case-by-case basis is stupid. Everyone should be compensated 50% (or more) for all this trouble we've been having. I've called many times and techs have even been out to the house, and got a new box - STILL HAVING PROBLEMS. I am so sick of this. And then, when you have to wait for a tech to come to your house. They give you b/t the hours of 1 and 5 (and guarantee themselves as never being late). Shoot, if I had four hours to get to work, I'd never be late as well. TWC IS A BIG JOKE. Shrewsbury needs to be fired and have someone else takeover who will actually listen to the customers and do something about their crappy service instead of always trying to make up excuses for their horrendous service!!! "

Angie Bringenberg

Give spam the boot. Take control with [tough spam protection](#)
in the all-new Yahoo! Mail Beta.



"ann bradley-wilmes"
<annbw1@gmail.com>
03/27/2007 08:36 PM

To: cic@lincoln.ne.gov
cc
bcc
Subject: Time Warner's guinea pigs

I am angry that we have been uncompensated test subjects. The service that we have now is so far below the Passport product that each month when I get our bill, I want to scream. Let me outline a few of our issues. I can not tell you the # of times I have called TWC with complaints and concerns. Our nightmare began the day it was installed on our unit. We had recorded four or five movies we planned to watch the next weekend. All those movies and many of our saved programs were deleted. I called TWC to complain and was told, "no one else has experienced any problems with this 'upgrade' ". The cust. service rep I spoke to would not even admit anyone else had problems. I asked to be switched back to passport and was told that wasn't possible. Since then, I have come to believe that that was a total lie. TWC was allowed to experiment on us and we had to pay for the torture.

The agony was just beginning. The DVR we had loved became a torture device. If we wanted to set up shows to record, we never knew how long it would take. The guide would be delayed in appearing, sometimes as long as 20 minutes. When I complained, I was told again, that no one else was experiencing any problems. The process of setting up the DVR to record could take as long as an hour for 3 shows. If you happened to be watching a show live when you initiated a future recording, the current show and any buffer was deleted. That issue has improved some but the quality and the length of the buffer is still sub-par to the previous product. I experienced numerous drops in programmed shows that were set up but did not record. There were days that our DVR would reboot as many as 10 times. I often found that it had went into a reboot cycle and did not record at all when I was asleep or gone. On the flip side, if I recorded a program on 6,7,8 or 11 the DVR would also record the same program on 106 for example). If I had set up two recordings at the same time, that would cause the DVR to reboot. I went back to using the VCR to record anything of importance. Even as of today the "improved" navigator is not as responsive to FFW or REW features and the guide and search features often freeze and don't allow access (especially the search feature).

Until after Jan 1, I was told that they thought the issues were with our DVR and if we did have anything recorded, that that would be lost. We also had many times when the DVR recorded a show but would not play it back. It took me forever to get hold of anyone at TWC and then the offer was you could exchange your DVR but we have had some problems with Navigator (finally they admitted it!). One Thursday, in early January, I tried to reach TWC for over three hours and could never get an answer (even the voice triage system was not accessible). I finally called Windstream and was told that their lines were in service but it appeared they were all busy. This was not an isolated incident. It became quickly apparent that there were lengthy wait times and little satisfaction even if I reached someone. Some of the issues are better, but on March 16 our DVR rebooted five times in the space of a few hours. The first appt that fit my schedule was on Mar 26 (10 days later) and due to a family funeral I had to cancel. Even before I canceled the appt I was told that the person would be here sometime between noon and five. Obviously my time has little value to them. Their customer service and response has been so poor that my husband is building a computer based entertainment system. I consider myself lucky because he is able to do that, but most people can't. Even if the final product has some glitches, it will still be an improvement over Navigator. I became so frustrated that I had stopped calling, when I saw the newspaper article and saw my own experiences echoed in the article I had hoped TWC would be held responsible and be accountable to its customers. It hasn't really offered its customers much. On Mar 16, after questioning and requesting compensation, I was offered 6 mos of HBO. Compared to the frustration and time I have wasted over this, it is a VERY SMALL DROP IN THE BUCKET!!!

What I find especially frustrating is that we have put up with this crappy product and TWC will not really admit they owe us some compensation. They demand payment from us every month and despite my asking on the first day to change back to passport and I was denied that opportunity. They controlled my choice and now I would like to control their choice and ask that they offer refund our money from Nov 1 or free service for one year with the option being the customers choice.

I want to conclude that the issues are still not resolved. The search feature is not always available and even if it is working, it is often cumbersome and difficult. For example to look at sports you have to select a folder and then look for shows in that category. That was overwhelming during March Madness. I also love to watch rodeo. According to Navigator, rodeo does not rate being mentioned as a sport. The controls for watching TV are slow and clunky compared to passport. The feature I hate the most is that the guide still does not tell if the programming is a rerun and the original air date. That feature is readily available on internet based programming so why can't TWC manage to offer it. Please help us to get justice. Lincoln doesn't offer choices of cable operators and having tried satellite and not having had a positive experience, I am depending on you to help!! If you would like to ask me any questions or further explanation of the issues that I've outlined, please contact me.

Ann Bradley-Wilmes
7820 Broadview Drive
Lincoln, Ne 68505
(402) 489-8074
annbw1@gmail.com



antoniana cather
<antoniana@yahoo.com>

03/26/2007 11:50 AM

To cic@lincoln.ne.gov

cc

bcc

Subject The Time Warner issue

The answer to your first question is YES..

My answer to all the subsequent questions is NO.

This company is a blight on our city. They are
more irresponsible than Alltel ever was.

BF,,Ingraham
3015 Kucera Drive [68502]

Bored stiff? Loosen up...

Download and play hundreds of games for free on Yahoo! Games.

<http://games.yahoo.com/games/front>



A packett
<aprilpacket@hotmail.com>
03/28/2007 09:00 PM

To <cic@lincoln.ne.gov>
cc
bcc
Subject time warner cable

To whom it may concern,

Our service with time warner cable has been very unsatisfactory, from having to reboot the DVR at least once a day, to shows not recording or not playing back correctly, to sometimes waiting at least five minutes for the DVR to load up the navigator menu or the remote responding at all. The DVR loves to freeze with the only way to fix it, is to reboot the system then you lose anything recording or what you are doing at that time. The passport was great, the Navigator doesn't even rate at 1/2 of what the passport did.

Time Warner Digital DVR Customer

Take a break and play crossword puzzles - FREE! [Play Now!](#)



"Alan Recker"
<arecker27@hotmail.com>

03/27/2007 01:37 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: TWC public hearing

I just wanted to send in my comments about Time Warner Cable's new navigator system. First of all ever since it went in to effect I have had nothing but problems. Constant delays in switching channels, scheduled programs not taping, constant re-starts...needless to say it hasn't worked well. Each time I would call they would tell me that the next update would correct all the problems. Well 5-6 updates later and I still have problems with scheduled shows not taping and delays were trying to change channels.

I read in the paper that TWC says that complaint calls have dropped so it must be working better now. My opinion is people are tired of wasting their time calling when you get the same line everytime and nothing ever gets any better. I have just stop calling hoping this public hearing would finally get them to fix everything, as I'm sure others have. I can guarantee that if Lincoln had another cable provider I would've switched by now as well as countless others. The people of Lincoln are paying full price for a inferior product that doesn't even work correctly.

I thank the Lincoln City Council for looking into this matter and calling for this public hearing and I hope things will be corrected in the near future and customers are compensated for all the trouble we've been put through.

Thanks,
Alan Recker
6635 Hartley St
Lincoln, NE 68507

Exercise your brain! Try Flexicon.



"Andrea Ulrich"
<aulrich@csiweb.com>

03/28/2007 02:05 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner Cable issues

I wanted to submit my comments in regards to TWC and the "issues" that they are having.

About 3 times a week, I have to re-boot my cable system software. I try to look ahead for programming, and the system locks up at 5:30...I then have to re-boot. It is also really frustrating when I look at the blurry online programming guide and see nothing but **NA** where the programs should be listed...another re-boot is needed to fix the issue.

I have DVR and many times the recorded program is a black screen...really irritating. My cable box is loud and makes a humming noise when the weather is bad...I have had techs come out to look and their response is that it might be caused by the high levels of graphics on the screen...sometimes a re-boot helps for a quick fix.

My monthly cable bill is around \$90 and every time I open the bill, I get angry. It would be really nice if the residents of Lincoln had a choice in their cable options. Can we look at getting Qwest or Cox to come into our market? Maybe with a little competition, TWC would step up – provide service and products that are acceptable and affordable.

Thank you for bringing attention to this issue...I hope that some resolution can be attained.

Andrea Ulrich
2311 Grainger Parkway
Lincoln NE 68512
402.420.5574



Barry Siedell
<barry@norlandintl.com>

03/28/2007 10:23 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner gripe

Why the frequent downloads?

Why downloading in prime time? (this has lessened in recent weeks, but was frequent earlier in the year.)

Why the incomplete instructions? We received a recorded phone message saying download would occur from 3-5 a.m. Instruction on screen was to let this download play out. We waited nearly 12 hours before getting through to a tech support, who said we needed to pull out the plug and plug back in to reboot. No such instruction was provided in the phone message or on screen.

Despite all this software updating, why frequent "data not available" messages? Just got through with a two-day window of no data available.

I can save money by dropping digital level service, and remove much irritation from my life.

Is there some reason why I shouldn't?

Barry Siedell
2500 Rathbone Road
488-5895
Home e-mail: barry1942@inebraska.com
Office e-mail: barry@norlandintl.com



BBriney@ci.lincoln.ne.us

To: cic@lincoln.ne.gov

03/27/2007 03:53 PM

cc

bcc

Subject: Time Warner Comments

History:

This message has been forwarded.

I would like to offer my comments to the Cable Television Advisory Board regarding my dissatisfaction with the cable service offered by Time Warner Cable. The new digital program guide is very slow to respond, provides minimal and inadequate programming information, and is very unattractive. In two words, it looks cheap and ugly, and one should expect higher quality considering the monthly cost to the subscriber. The resolution, design and overall quality of the graphics with the Navigator program guide is far inferior to the previous Passport channel guide. In addition, I have not been able to record a single program in 2007 despite shutting down and restarting the cable box on six separate occasions in accordance with instructions from a Time Warner service technician. I appreciate the choice and quality of the programming offered, but, for the price, the technical side needs to work as advertised. Thank you for your efforts.

Bruce Briney
Public Works Development Services
531 Westgate Boulevard, Suite 100
Lincoln NE 68528
(402) 441-7792

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"Brad Buffum"
<bbuffum@neb.rr.com>

03/29/2007 02:15 PM

Please respond to
<bbuffum@neb.rr.com>

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner

1. The program descriptions are truncated enough to be largely useless. Even when you press the INFO button, the title is truncated.
2. The software update has disabled my television's HDMI cable. In the previous software, a user could adjust the "screen resolution". In the new software, this feature is unavailable. I have had technicians come look at the problem and each time they say, "I've never seen this before."
3. The DVR feature randomly chooses to ignore my scheduled recordings. I check the machine every night to make sure my programs are still scheduled. Approximately every 6 days, I unplug my DVR for 60-90 seconds, wait several minutes for a reboot. This action solves the problem for a few days each time.
4. When fast-forwarding through a recorded program, the old software had a feature which would anticipate where you hit the button when fast forwarding and correct the time error, starting exactly where you MEANT to stop about 95% of the time. In the new version, you have to stop, then rewind to where you actually wanted to stop.

If I can help in any way, please contact me.

Brad Buffum

1223 N 9th ST #210

Lincoln, NE 68508-1175

(402) 429-3272

Brad Buffum
bbuffum@neb.rr.com



Barbara J Carlson
<bcarlson@nebraska.edu>

03/28/2007 08:17 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner comment

I have two cable boxes for the digital service which were upgraded to Navigator. On a regular basis for several months I was having problems where it rendered the tv's unwatchable and we would get a screen that showed Mystro is loading and it would never finish loading. I spent hours calling Time Warner on these occasions and would get a busy signal. When I did get through the first time there was a message that you needed to unplug the unit to make it work. I used this "fix" every time it happened after that but it was still a hassle. I was on vacation and my son told me one of our tv's had been trying to load Mystro for a week. My son had tried the unplug solution several times that week and I did the same but it didn't work. I called Time Warner and they had to replace the unit.

I did e-mail Time Warner and they gave me approx. \$16 credit for one month which is the cost of the two units.

I think Time Warner needs to partially reimburse the customers for the period in which there were so many problems. We paid for a service that we weren't able to receive on too many occasions.

In addition, I think the prices we pay for cable are way out of line because Time Warner has no competition. Why not bring in other cable companies to compete with them to keep the cost reasonable? If that is not an option can the prices they charge be compared to the market and controlled? Or is this just free enterprise at it's best?

Barb Carlson
2305 S. 72 St. 68506



"jackie wells"
<beaupetite@gmail.com>
03/28/2007 09:18 PM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: time warner

I too am unhappy with time warner. Actually i have not had a lot of trouble with my remote. It fails every so often to tape something, but since i never got an owners manual i may have mis programmed. Also i have no idea how many shows it will hold so that may have been an issue. i have had some shows disappear and some not retrievable. I don't have any idea what most of the functions of the gizmo loaded remote are. I figured out how to change manually, set it to tape (hopefully) volume, and the picture in a picture which i really like.

May i also add I work 2 jobs so all this high definition super high tech stuff is not something i really need. i am listening to the tv as I type this.

A long time ago they had what they called an addressable cable box. You could program it to change channels so you could go to work and tape (for example) regis/kelly on channel 10 then it would switch to the View on channel 8, then you could have it switch to the Nightly News with Brian Williams on channel 6. Some genius at the cable company had decided it was not needed so you had to UPGRADE to a better box. The old box also had the capability of switching up to HBO or down grading to getto cable with flip of the switch at the office.

I called recently to see about downgrading since i am working alot and need to save up a couple bucks. According to customer service, the DVR box does not do that. I was willing to rent the box, since it will switch channels and tape. It seems, it is all or nothing with them. I have been checking out the other 2 options. I have heard too much about Dish to even bother but Direct TV seems to have all the things Time Warner does, and more. At a lower cost. If I didn't have to be home to have it installed, it would probably be done by now. As long as I get ABC, CBS, NBC, animal planet, and fox/msnbc that will hold me. If you can do something, that would be nice. But it is a huge corporation and their attitude will continue to be... "bite me". The best way is for everyone to switch to something else. Thank you for your time.

Jackie Wells
737 south 1st street
Lincoln
435-4863
beaupetite@gmail.com



"steve ramos"
<beerorkid@gmail.com>

03/27/2007 06:19 PM

To cic@lincoln.ne.gov

cc

bcc

Subject TWC comment

I would have gladly signed up to beta test. Really bummed it was forced on us.

Steve Ramos

Lincoln

www.beerorkid.com



"Barry Greenhalgh"
<bgreenhalgh@earthlink.net
>

03/28/2007 07:56 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Cable Thoughts

Regarding Time Warner cable—whereas most features are quite good, the new programming guide leaves much to be desired especially with regard to films to be aired. The new system does not provide nearly as much data as the prior system. When one sees a film that may be of interest and wants more information, the "info" button adds nothing more. With the old system, one could see who the main actors are and learn additional information regarding the story line. Hopefully, Time Warner will correct this problem in the not too distant future.

Barry Greenhalgh

bgreenhalgh@earthlink.net
402-488-0604



BGrueber@Neboiler.Com

03/28/2007 11:01 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Issues

History:

➡ This message has been forwarded.

Below are few of the issues we've had. To be frank, our cable service is a total joke. Especially for the cost. I've avoided a satellite because I don't like the idea of installing one on the roof, but I'm getting close to making the switch. I don't understand why I'm forced to make that choice. How can it be I only have one cable company to choose from? How and why is Time Warner allowed to operate a monopoly?

Also how does Time Warner get away with charging me so much money for HD programming? Isn't it supposed to be the standard broadcast format soon? It doesn't seem right to fleece me for channels that are about to become the broadcast standard.

Thanks for your time,

Brandon Grueber

We have to unplug the cable box once a day to make sure it works at night; otherwise we find that it freezes up and shows won't record.

Doesn't identify a show that is a repeat, so multiple recording occur. Sometimes it notes a show is new...sometimes.

Cuts off recording before shows are over.

Aspect ratio resets every time play/fast forward/rewind is pressed.

Can't change aspect ratio without going to multiple menus (you used to be able to do it with a press of a button).

Occasionally will record the same program twice.

Often the "Info" doesn't provide a summary of the episode, but a summary of the show. Example: 60 minutes: A news magazine show about current events.

When scrolling through the previous guide, you could find a list of a shows future air times by pressing one button. Now you have to select a different option and type in the name of the show.

Previous DRV allowed you to leave the TV on a channel while you watched a recorded show and then you could rewind that live show after you were done watching the recorded one.

It used to be that you could pause a show, put that show in the Picture in Picture window, and watch something else while that remained paused. Now when you switch between the two, it does not pause and you cannot rewind. This was a great tactic if the DVR was full and you couldn't record the show. Now it is gone.

The Picture in Picture has moved so it now takes up more of the middle of the screen, where before it was more towards the corner of the TV.

The search function breaks shows down so that it makes finding what you want very hard.

Customer Service – I recently read in a Journal Star article that Time Warner claims the DVR has improved and this is supported by the decrease in complaints. I disagree. Personally, I have contacted Time Warner a number of times in the past and have waited on hold for over an hour on multiple occasions, have been passed around from one rep to another and the only responses I received was to be patient. Basically, why would I continue to call if nothing ever results from it? Due to their poor customer service, Time Warner should not use the number of complaint calls as a judge for the products improvements.



Bruce Stahl
<bgstahlis@yahoo.com>
03/31/2007 04:29 PM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: Time Warner

While I recognize the purpose of the present performance review is driven by concerns with the programming guide, I would like to raise another issue.

My concern with Time Warner Cable rests rather with the business practice of adding inane channels to justify a rate increase. Presently, the system is filled with channels of dubious value, and if of value, for only a very limited market. There never is an effort to poll all subscribers to learn what they would like to have added. We are forced to pay for a product much of which we do not want.

Apparently I am not the only subscriber with this concern, if letters to the editor are any indication.

I suggest that the performance review include the subject of consumer satisfaction with value and channel selection. In the best of worlds, we should be able to select the channels we wish to pay for with a concurrent reflection in the subscription rate.

Thanks for your good work.

Bruce Stahl
6111 South 31 St.

Looking for earth-friendly autos?
Browse Top Cars by "Green Rating" at Yahoo! Autos' Green Center.
http://autos.yahoo.com/green_center/



Martin Swanson
<bigredtank@yahoo.com>
05/16/2007 08:17 AM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: TWC

To the Board:

Thank you for taking this issue up once again for consideration. Despite TWC assertions that the problem has been rectified, that is simply inaccurate in our household.

One of our DVRs has been turning itself on and off and rebooting. It also failed to deploy the picture in picture feature. The other DVR simply decided to erase one of my taped shows on its own. It is to the point if one calls and complains, it really does not matter. After all, without any other cable competition, why should TWC care?

I am hoping that this commission can send a message. First and foremost, fix this mess. Second, adjust your rates to compensate for their mistakes. Third, get comparable channels to what is offered in Omaha on Cox Cable. We pay much more in Lincoln for what Cox customers pay in Omaha.

Thank you once again for looking into this issue.

Martin Swanson
Lincoln, NE

Pinpoint customers who are looking for what you sell.



Martin Swanson
<bigredtank@yahoo.com>

03/27/2007 01:09 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: TWC issues

I too have had numerous problems with TWC and the "new and improved" Navigator. When the product was first introduced, one of my boxes literally erased all of my DVR'd shows. I took the box in and, to TWC credit, they gave me Showtime free for a month. Subsequently, they billed me for it even though I was getting it for free. Placing that issue aside, I have had numerous problems with the boxes resetting, not recording shows, and, even yesterday, not playing "On Demand" shows.

Now, while I realize in the larger scope of government this may not be an extremely important issue, nonetheless, it appears that TWC does not take this city nor their customers seriously because there is no realistic competition. Additionally, their customer service, when one could contact them after being on hold for 1/2 or so, seemingly were apologetic for the situation, but now take a different tactic and are defending their "upgrade" and are almost rude in doing so. I pay a significant amount of money a month for this service and I am not receiving the benefit of my bargain. However, if I want this service, where can I go to receive it other than a satellite dish?

Another issue that this board must consider is why TWC does not carry programming such as the NFL Network or ESPNU as does Cox Cable does in Omaha. Yet, Cox Cable charges their customers less for their product than TWC does in Lincoln. Lincolnites are getting the raw end of the deal.

Thank you for addressing this issue.

Martin Swanson
1925 South 24th Street
Lincoln, NE 68502

Now that's room service! [Choose from over 150,000 hotels in 45,000 destinations on Yahoo! Travel](#) to find your fit.



Bonnie Fuller
<bjmf41@yahoo.com>
03/30/2007 02:19 PM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: Time Warner Cable

I would like to make a few comments about our lovely Time Warner Cable company.

I do not get everything that they advertise because it is just too expensive even for regular cable. Anyone on a fixed income cannot afford to pay \$60.00 per month just for basic and some cannot even afford the really basic. Time Warner should give retired, low income, elderly a break on their cable as it is the only thing that they have to keep them company. During the winter months it is really hard to get out and do things so all they have is the television to keep them busy or company.

Also, Lincoln needs to have another cable company in this area. Give them some competition and maybe they will run their company the right way instead of taking advantage of the citizens of Lincoln. We have no choice in which company we want. The Dish networks are really expensive so they are out of the question.

Please try to get another cable company to come to Lincoln to give Time Warner some competition. Or get them to give the elderly and people on fixed incomes a break.

Thank you for your time.
Bonnie Fuller

The fish are biting.

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Becky Kohrs
<bkohrs50@yahoo.com>

03/27/2007 03:42 PM

To cic@lincoln.ne.gov

cc

bcc

Subject Time Warner Cable

What happen to the sound when you have selected to be notified when a show is beginning? At first there was only a few second notification, that has improved, but would like to have the sound back.

Thanks.

Don't get soaked. Take a quick peek at the forecast
with the Yahoo! Search weather shortcut.



Becka Wissing
<blue_eyed_blondie2_17@ya
hoo.com>

03/28/2007 09:16 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Meeting

I just read the article in the Journal Star about Time Warner being discussed in your next meeting. I would like to say that I am very unsatisfied with Time Warner. If there was another large/reputable cable company in Lincoln, I would have switched long ago.

Besides the outrageous prices, Time Warner's products are not that great. Since they switched to the new Navigator program, I have had several problems. If I am watching TV late at night (around 2 AM), my cable just shuts off. I'm not certain if it did this before the "upgrade" or not, I do not remember it doing so. Also, the menu freezes up when you try to scroll to view different channels. Lastly, you used to be able to fast forward through commercials and push play around the right time and it would just jump to when the show started. Now, it doesn't do that. I constantly have to re-rewind or fast forward because it doesn't have that feature anymore.

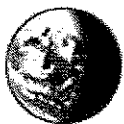
I would have appreciated a little notice about this change in the programs. I wish they would have asked people's opinions first. I had no problems with the previous programs. I remember getting a flyer in the mail about the upgrade, but I do not remember it giving details about what all was being changed. I understand that all new programs have flukes, but they need to warn us about them first.

I hope this meeting helps them realize what kinds of problems they have to deal with. Thank you so much for giving people the opportunity to voice their concerns.

Becka Wissing

Bored stiff? Loosen up...

Download and play hundreds of games for free on Yahoo! Games.



brchjas@aim.com
04/05/2007 06:29 PM

To: cic@lincoln.ne.gov
cc: cic@lincoln.ne.gov
bcc:
Subject: time warner cable

i've only been a time warner cable subscriber for a year, but that is long enough! i switched from dish network. what a mistake! i am currently looking for a new provider. internet is great, service is great, and my cable was good when it was working. when you pay 130 dollars plus a month, everything needs to be better than ok. i expect to get what i pay for. sometimes accidents happen, with that being the case, give everybody a huge discount on their bill. i had a technician come out to tell me that there was nothing that he could do. it's not his fault, nor is it the person who answers the phone when you call, but somebody has got to hear the noise because obviously they are not. the only people that i know who are not having any problems is the people that just have basic cable. that's not right! i pay more than they do and don't even get better quality plus headaches. i had to ask for money off of my bill last month and felt like the bad guy. well i had enough! these guys can't push us around, make us promises of fixing the problem when, months later, the problem still exists. every single day that we don't have what we originally paid for, past and present, we should be compensated. actually, it should be free for the inconvenience and mental anguish that it causes everybody. i never know when my box will shut off or no noise. i'm just glad i have the option of switching companies. for the rest who stays with time warner, good luck and hope you have fun rebooting your system tonight during your favorite show. thanks-disappointed time warner customer.

Check Out the new free AIM(R) Mail -- 2 GB of storage and industry-leading spam and email virus protection.



BrendaHudecek@aol.com

03/28/2007 09:04 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: TimeWarner cable

I would like to express that I have had very few problems with the new programming guide from Time Warner. Yes there are some features from the previous guide that I liked that are not available with the new guide, but overall the new guide has features that are better. You can page through the guide 8 days in advance, you can fast forward 15 minutes at a time to name a few. I like that I have caller ID on the TV, which by the way a person can turn off if they do not like this feature. Part of the problem with a new system is people fail to read the instructions that were sent out in advance to the customer on how to use the new system. These people then do not know how to use any of these features and then complain.

Yes when we received the new guide we did not like it at first until we learned how to use it, and I have kept my instructions from Time Warner so I can refer to them as needed. Sure we had a few minor problems, but overall our experience has been positive. As long as I have a guide, can pause my TV show while watching and record my shows and watch them when I want, then the other features are just an added bonus.

See what's free at AOL.com.



"Bruce Gottsleben"
<brucenlynn@neb.rr.com>

04/03/2007 08:55 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject cable comments

I have been an unwilling participant in a test for the new cable system I believe is called the commander. I have 2 boxes that have NOT worked reliably for recording shows, have had 1 of those boxes fail after recording several shows I did not get to watch, and have had numerous complaints about the new system that I have called into the local cable office with no relief.

I have roadrunner high-speed internet, and were it not that Time Warner has a monopoly on cable internet in Lincoln, and because I am not willing to slow down with another system, I would have long since departed cable for dish.

I personally don't buy new software (like Windows Vista) because it most often doesn't work well until it's been on the market long enough to get all the bugs worked out. I resent the fact that I and my fellow Linconites had this system thrust upon us without our opinion or consent *long before it was ready* .

I am a very dissatisfied customer and feel victimized by the monopoly on cable TV in Lincoln.



"Becky Cox"
<bscox13@hotmail.com>

04/03/2007 10:41 AM

To cic@lincoln.ne.gov

cc

bcc

Subject Time Warner Cable

I think that the new Navigator system sucks!! What a terrible, not thought out idea by or genius's at Time Warner Cable. Are they planning on giving back any money to us poor people who have paid the top end price for the terrible cable service or are we all just screwed out of our money??? Maybe next time Time Warner should ask the public (their paying customers) if they want a change or an upgrade or to leave well enough alone!!!!

You can't read the new guide, it's hard to see and the system is so incredibly slow that I could actually grab the TV Guide and look up what is on TV before the system pulls up the info!! I think it's time that a new cable company comes into town and gives Time Warner a run for their money. Talk about a monopoly!!!!

The average US Credit Score is 675. The cost to see yours: \$0 by Experian.

<http://www.freecreditreport.com/pm/default.aspx?sc=660600&bcd=EMAILFOOTERAVERAGE>



Jim Buehler
<buehlej@yahoo.com>
05/17/2007 09:37 AM

To: cic@lincoln.ne.gov
cc
bcc

Subject: Time Warner Cable and what to do

To start, for the most part, I haven't had too much trouble with the new system TWC uses. I find it less of a product at this time. But, being a computer programmer, I know it takes time and will eventually be better. They should have beta tested on a test system first, but I'm not sure you can do that with TV. They probably have to go all or nothing on that. Maybe asking for a volunteer market would have been nice. MS & IBM do that on an individual basis. I don't want to switch to the old system because I have their phone service too and want to keep the caller id. The only problems we've had is the occasional upgrade outage and probably the slower navigation of the guide. I find it harder to search for programs too, but just a couple days ago I tried again and think things have been taken care of on this. I found a keyboard pad they have that helps search for programs, and I don't remember seeing this before. Maybe it's one of the upgrades they've done, or maybe I just didn't know where to look! I can't comment on the DVR problems as I don't have that. I've really had few problems with their cable, internet and phone service and am surprised that others do. Someone I work with has few problems as well and he wondered if people leaving their cable boxes powered on 24/7 was a problem. We power ours off when not in use, and maybe that is what is needed?

This is what I would do as far as compensation. I would eliminate the sweet deal that the city of Lincoln and TWC have as far as being the exclusive cable company in this city and allow competition to drive down the soaring cost of TWC in Lincoln. A little competition would do more to lower the costs and bring up the quality. TWC has no reasons to do anything (and this is also probably why Lincoln was chosen as one of the test sites) because satellite is the only other option and most people don't want to do that. You lower the costs long term and then you have something. You give us a one time deal, and nothing changes. Now, that being said, I more than likely wouldn't change from TWC, so they wouldn't likely be in danger of losing my business mainly because I don't really want to change my email service. BUT, I would like the choice, and, who knows, if another company gave better prices, service and quality, then at least I could make that decision. So, there is my idea. I know it will never happen, because the city has too good of a deal.

Thanks,
Jim

Need a vacation? [Get great deals to amazing places on Yahoo! Travel.](#)



"heather gapp"
<catch22@neb.rr.com>

03/28/2007 09:24 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject time warner cable

It really annoys me that Time Warner Cable continues to talk about educating their customers on the new navigator system when it is simply an inferior service. The problems with cable did not begin with the conversion to the navigator system, it began last summer/fall when they started sending downloads to their customers that made some whole systems not work. I had to return my cable box 3 times and was continually promised that there would be a download coming in the next day or 2 that would fix all of the problems. When I switched from Directv back to cable, I was promised that Time Warner Cable takes their customer service seriously and would take care of me as a customer if I had any problems. It appears to me that Time Warner Cable is not taking care of me or any of their customers in Lincoln. They are obviously a monopoly for anybody who does not want satellite, and I wish every day that another cable company would come to Lincoln so we could have a choice. In that instance, I am positive that Time Warner would fix thier issues insted of continuing to pass them off as "education" issues. My home is located in an area that makes it difficult to get good reception with a satellite dish, but I am to the point of wanting to go back to satellite and sacrifice reception to get a more dependable service. I never thought I would hear myself say that I think satellite is more dependable than cable due to reception problems during storms and even when there is a storm somewhere near us. And for the record, I emailed Time Warner complaining about the downloads last year and how I was constantly having to exchange my box and they did not respond. I was told by an agent at the counter that nobody even knows where the emails go. They obviously did not want to address issues when the included the link to "contact us" on their website.

Heather Gapp



cbecker001@gmail.com

05/16/2007 11:47 AM

To cic@lincoln.ne.gov

cc

bcc

Subject Comments on Time Warner change to Navigator

My profession is in the information technology field. I have a degree in computer engineering which is half computer science and half electrical engineering. My day-to-day job is as a system administrator for a large Nebraska corporation. I have watched over the years as software or hardware, designed as a proprietary system from a single company, holds back the advancement of the computer technology field. Open standards of both hardware and software have helped the entire world advance--the most remarkable advancement being the world-wide internet.

Passport was a proprietary product and Navigator is an open product running on top of an open source operating system--Linux.

I have been a Time-Warner customer for years--before Navigator, during Navigator's rollout, and at present. I am ecstatic at the change. I have seen Time Warner add new features to Navigator overnight to my cable box which were improvements. I feel that the uncomfortable problems during Navigator's rollout are more than worth the positive changes the future will bring for cable customers.

The only criticism I have is that I agree Time Warner should have explained to all of us that we were undergoing a Beta rollout--that is normally a characteristic of open software.

I have no favoritism between Time Warner and Alltel/Windstream except my own experience over customer service. I began my own broadband service with Alltel's DSL because from a technical perspective, DSL is superior to shared cable internet. However, as I dealt with Alltel, I became completely unsatisfied with their customer service and I changed to cable-supplied internet and have remained with it ever since. Time Warner's customer service is so much better than Alltel/Windstream that I always recommend RoadRunner for internet service to the many people who ask my advice.

If you would like more elaboration on any of the above points, please contact me. I would be happy to provide more clarification. My only request is that my comments are not to be made public without my prior approval.

--

Corey Becker

"Life may not be the party we'd hoped for, but as long as we're here, we might as well dance."



Charles A Braithwaite
<cbraithwaite2@unlnotes.unl
.edu>

05/16/2007 09:33 AM

To cic@lincoln.ne.gov

cc

bcc

Subject comments to Cable TV Advisory Board

We have repeatedly made the same six complaints to Time/Warner, and they have offered NO compensation for these problems:

1 - two of the 3 DVRs in our house require us to weekly or twice weekly re-boot the system. This requires us to crawl around behind the TV system to unplug the cable box and then wait 10 to 15 minutes while the system resets.

2 - a new replacement DVR now takes 10-15 seconds to change each channel.

3 - new replacement remote controls sometime turn on TV and cable box, sometimes turn on only the TV, sometimes turns on only the cable box, and sometimes does nothing at all.

4 - "settings" controls sometime work and sometimes to not. Each time the system requires rebooting, the settings need to be changed.

5 - DVR recordings sometimes work and sometimes do not.

6 - trying to find a future show is impossible if the day is more than 1 days in advance

We have pretty much given up calling Time-Warner for help.

Dr. Chuck Braithwaite
2112 Harrison Ave.
Lincoln, NE 68502
(402) 450-2457



"Candy"
<cbritton@neb.rr.com>
03/28/2007 01:33 PM

To <cic@lincoln.ne.gov>
cc
bcc
Subject Navigator

[IMAGE]

I would like to state up front, in general, over the entire time I've had TWC's products I've been satisfied overall. Other than on one occasion, I've received satisfactory assistance with issues. It hasn't always been exceptional, but satisfactory.

That having been said, the Navigator product is significantly flawed. I have had to reboot the DVR to regain some functions, I have had PPV events that I paid for but then couldn't access for several hours, you still don't get the full description of what is showing. Some of the functions that require rebooting are the HBO & Cinemax on demand. I will go to those channels & it won't load the programs available for viewing. You'll simply receive a "data unavailable" notation. There are times that as you scroll the lists, part of the list disappears. Other problems are shows that have been programmed to record the whole series won't be recorded. You'll have a show on the recorded list, designated to not be erased until manually erased, disappear.

I have not noticed that when TWC announced downloads to fix problems, that there has been a noticeable improvement.

I can appreciate the frustration that TWC must be experiencing with trying to get this product up to speed & understand that it was introduced to allow for new services in the future. I haven't personally called to complain, simply because while annoying, I don't have time to sit on hold if I phone or to go down to their offices to complain in person. They are aware of all these problems from multiple customer complaints.

One could wish that they would, for the time being, revert back to the Passport system while they take the time to make real improvements in the problems with Navigator.

Cassandra Britton



"Crete Chiropractic Center"
<cc33829@alltel.net>

03/27/2007 04:38 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject TimeWarner Cable Complaint

My name is Bruce Wahl. I live in Crete. I signed up for the bundled cable service in December, to include, internet, telephone and cable television. It is now a full 4 months since I started my service with TW and it is still not operating correctly. I have had constant problems with either the phone, the cable, or the internet, and often all three. While I can appreciate the volume of the complaint in Lincoln, the 'outlanders' need to be heard on this issue as well.

If you were to check my records, you would see that I have had no less than 10-15 calls and probably 6-7 home repair calls and we still cannot seem to get the service we signed up for and for which we are paying. If this were any other service or product and it was still not operating properly, I would have taken it back long ago. Because there are no other cable franchises in this area to choose from, and we cannot get decent reception in Crete without cable, we are stuck.

On a more positive note, I would like to add, that although we are disgusted with the product, the people who have taken our calls and/or come to our home to try and correct these issues have been extremely patient and professional and have bent over backwards to try and help. I don't believe that the problem lies in human ineptness but in a lousy product.

How long will the problems have to continue before Time Warner is forced to return to the previous programming?

Can you tell us why there are no other cable franchises operating in the Lincoln area? I thought that I had heard that Cox had approached the market at one time? Options tend to make service a little more competitive and providers a little more accountable.

Also, can we expect a refund or some type of compensation for the inconvenience that we have experienced?

I appreciate the efforts of Mr. Cook who is trying to resolve this situation and make Time Warner accountable for their actions. I am hopeful that shedding light on these problems will result in a positive resolution for everyone.

Bruce Wahl



CCA44@aol.com
05/16/2007 08:15 AM

To: cic@lincoln.ne.gov
cc
bcc

Subject: Time Warner Cable Disruptions

We have not been able to contact the Technical Service at Time Warner because each time we've had difficulties it would appear from being placed "on hold" that many others were also calling in.

The problems continue at our home with cable service. Seldom is there a night that the program we are watching doesn't suddenly disappear and we are left viewing a black screen. We can turn to another channel and find reception, but the black screen continues for several seconds on our viewing channel and then the service returns.

Secondly, we have to reboot the television when the Navigator screen will not show the next hour shows and one evening the Navigator would show movies already played a day previous. Again we had to reboot.

Thirdly, there are times on the upper channels where we have the same problem that use to occur with Passport and that is the slowing down of the movements of the actors and slow speech.

There is one other problem and that is one can be viewing a channel with the sound set at a comfortable volume, yet when the commercials come on they begin to blare and you have to either mute or turn the volume down. Why is it that these commercials and the show you are enjoying can't be set at the same volume?

We read that folks are asking for reimbursement and that Time Warner is offering to some the paid per view channels for a set time. This is not something we would accept as we have no desire to order HBO or Showtime, etc. Also, how can Time Warner compensate and then the same problems continue? What is the lead time to correct these problems once and for all?

At the end of the day when all of these problems are corrected, then we do feel that Time Warner should step up to the plate, admit their fallacies in this matter, and compensate their customers with atleast one month's credit for digital service. However, at this stage we are wondering when the guaranteed service by Time Warner will be provided and all of these problems listed above will end?

Sincerely,
David and Carolyn Anderson
5607 Dogwood Drive
Lincoln, NE 68516

See what's free at <http://www.aol.com>.



cgardner@les.com
03/28/2007 09:42 AM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: TimeWarner

I read in the Journal Star that this is the email to voice complaints about TimeWarner's new Navigator system. While there has been improvement recently, the service is still no where near what the previous Passport product provided.

What I find very frustrating is that in one article I read it seems TimeWarner is citing fewer customer calls as an indicator that things have improved - I take large issue with that. When I've called TimeWarner I've been told 2 things: Reboot your DVR and please wait patiently while we work on new programming to help restore features and functionality. We've also received mail from them telling us to just be patient, they are working as fast as they can. I don't have to continue to call in my complaints when I know that's what they are going to tell me over and over. So I've stopped calling - that doesn't mean my problems have gone away. I reset my box almost daily now or it misses recordings I've set, sometimes it needs it more than that. And of course there are still features missing that make it an inferior product when compared to the old Passport. My problems haven't been fixed, I've just given up on their customer service and I hope that they are still working on solutions in the mean time.

I'm sure there are other customers who have never called at all because they know from the newspaper articles and local TV news that plenty of other people are voicing their concerns. Please don't use the number of calls as an indicator of public satisfaction.

As TimeWarner customers we pay a lot of money every month for their service. Because of the way other utilities are billed, when they don't provide a service you don't pay - when the electricity goes out there are no charges because you only pay for what you use. Same with water, same with gas. I would think that as a business TimeWarner would be more than willing to compensate their customers for time and frustration just to help earn back some good will and PR.

Thank you for your time,

Carmen Gardner
4321 S. 45th St.

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"C. Gregorius"
<cgregorius@inebraska.com
>

03/29/2007 11:02 AM

To <cic@lincoln.ne.gov>
cc
bcc
Subject Time Warner complaint

Cable Television Advisory Board---

Since last fall, we have had miserable reception of cable television. We never know whether we will get reception or not. Complaints seem to fall on deaf ears with their customer service department. Lincoln needs another cable competitor soon.

Carolyn Gregorius



"Curtis A. Howell"
<ch90544@alltel.net>
03/28/2007 10:59 AM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: Cable problems

Dear Advisory Board.

My name is Curtis A. Howell. Since Time Warner Cable. Has change over to there. New programming guide. We have had a least 4 or 6 cable box's replace. And the new HD channels came on. There been nothing but trouble big time. I have gave up calling them. Because they say there at least a ten min. waiting time. It's longer. And when you do get then. They tell you to unplug the power source for at least a couple min. And let the box reboot. So we just unplug and that take care of it. But the real big pain is. We just got a brand new tv. And on the upper channels. We get this hum that just make it impossible to watch with out getting a big head ache from the noise. And it use to be if you had trouble and called you was taken care of right away but now there that recording telling you there a waiting time. Why don't the city let some other companies come in and then we would least have a choice. Than just having only one to pick from!! And then may be the cost would come down instead of just going going up. And the service would be better like at the being in stead of going down. Thank you for your time and eye's and ear's!!

Curtis A. Howell
4912 west Vosler Lincoln

Nebr. 402-470-3292



CharlCSI@aol.com
04/05/2007 07:36 PM

To: cic@lincoln.ne.gov
cc
bcc
Subject: Comments

We just wanted to let you know how disappointed we are with the new guide Time Warner has installed. We are continually having to unplug the system in order to reboot to get any information to show up on the guide. When we pause live TV and then return to watch the show, it is constantly freezing up. It is very frustrating to be paying as much as we do for the privilege of watching cable television and have this kind of service.

If there were any other cable providers, we would definitely have switched providers by now.

Thank you.

Dennis and Charlotte Fruh
(402) 484-8732

See what's free at AOL.com.



Art Dieckmann
<chicubsart@yahoo.com>

05/16/2007 05:58 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: chicubsart@yahoo.com,

To: Cable TV Advisory Board

Concerning the new Navigator product - it would seem unlikely that one person in Lincoln would like it better than Passport - it is slower, uglier, continues to have errors (even after they replaced 2 boxes), it takes longer to navigate through it, and takes away the picture when doing a search. Often, when I go, from say, channel 51 to 27, it goes to channel 2 right away, and never gets to 27. Or 51 to 66, it goes to channel 6.

What can they do? - give us back passport - if it ain't broke, don't fix it.

In this day and age, it's change for the sake of change - and that is not the answer.

Personally, if they don't go back, I will either drop to 22 channels, or switch over to some other satellite or direct tv.

Art Dieckmann

Ready for the edge of your seat? [Check out tonight's top picks](#) on Yahoo! TV.



"Cynthia Hobbs"
<CHobbs@NRCPicker.com>

03/28/2007 12:50 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject FW: TW Cable Menu/Guide

I wanted to add another point to the email I sent earlier (below): Another highly irritating problem with the new menu for the digital service is that it frequently requires a reboot of the cable box. This is a "hard" reboot, meaning it is not sufficient to simply turn it off and then on again. You have to actually unplug the power cord from the back of the cable box and wait approximately 20 – 30 seconds and then plug it back in. This is a hassle if you have to move your entire entertainment center to get at the back of the cable box (which I do...). Every time I try to use the guide and there is no information, just "N/A" showing up, this has to be rebooted. Additionally, sometimes the system takes it upon itself to reboot. This can be anytime. It has happened in the mornings, and it has happened during pay-per-view events. These reboots can take a long time – as much as a half an hour. One morning my box was rebooting and it never reset at all. My roommate came home in the middle of the afternoon and it was still rebooting and he had to call the company to have them stop it.

I could go on. There are many other things, but these are the ones that are most important to me. All-in-all, it was the worst IT development effort I have ever seen – and I've seen a lot of bad ones in my line of work!!

Cynthia Hobbs

-----Original Message-----

From: Cynthia Hobbs

Sent: Wednesday, March 28, 2007 12:35 PM

To: 'cic@lincoln.ne.gov'

Subject: TW Cable Menu/Guide

Thank you for this opportunity to add my voice to the rest of those who are completely unsatisfied with the new digital menu/guide/navigation system on Time Warner Cable. When this first rolled-out several months ago, both my roommate and I were amazed at how completely inadequate it was and how it paled in comparison to the previous guide. For several weeks we took turns using up our cell phone minutes as we stayed on hold for incredible (sometimes over 30 minutes) lengths of time until a technical service rep was available to "help" us. They were never able to help us, but offered apologies and excuses. We repeatedly asked them to forward our complaints and examples of the software failures to their managers. Since both my roommate and I are in customer service jobs (and mine involves online services to clients) we were always amazed at the inability of these people to offer any solutions. After awhile, I took a more passive/aggressive approach. Every time I wanted to use the guide but was unable to obtain the information I was accustomed to finding using the previous system, I called Time Warner and asked a tech rep to help me. I didn't tell them it didn't work, I would just say, "I want to find a listing of all the NCAA football games that will be broadcast this Saturday. How can I do that?" Of course it isn't possible, but they would make a valiant attempt to help me only to end up concluding that it couldn't be done. I continued to do this now and then for a couple of months and then finally lost interest. Now, I do not use the menu at all. I go online to other sources to figure out when and what is offered on cable.

I am so glad that this situation is under review. I didn't expect any satisfaction since we do not have any options for cable providers. This is a classic example of something that a free market would have cured. If Time Warner had any competitors in Lincoln, they would have lost a large portion of their customers over this. We have actually considered switching to a dish provider, but are reluctant to do so because of other considerations.

I hope this inquiry will at least result in the reinstallation of the previous system, if not something better.

P.S. time Warner reps claimed that this current menu guide system was beta-tested by their employees for three months prior to rolling out to the public. I find this impossible to believe.

Cynthia Hobbs

402-525-6378

3515 So. 48th

Lincoln, NE 68506



"christina brandenburgh"
<christinalee01@hotmail.com>

05/16/2007 07:02 AM

To cic@lincoln.ne.gov

cc

bcc

Subject TWC

I wanted to let you know after reading the article in today's (5-16) paper that I actually called TWC last night to complain again...I have called several times before...On Monday night "The Bachelor" didn't record for me...I called last night and was told my box would be rebooted and if that didn't help I could drive all the way across town (I live on N 27th) and pick up a new box. I have been told over and over that my system will be rebooted or to unplug the unit, wait, and plug it back in. Please, Please do what you can for us, this is awful. To include...I was not, nor ever have been offered a compensation.

Thank You

Christina Brandenburg

PC Magazine's 2007 editors' choice for best Web mail—award-winning Windows Live Hotmail.



"Cindy Klein"
<CKlein@Linweld.com>

03/28/2007 03:27 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Cable

I have been very disappointed ever since Navigator. Sometimes I cannot get my guide to come up. It says NA. When I want to set to record from my DVR, sometimes I cant change the date and there has been times that what I had already set to record is deleted. There are times the show that is on does not match what the guide shows. It is very frustrating.

Cindy Klein

Corporate Purchasing
(402) 786-3318



clovegr1@bigred.unl.edu

03/27/2007 02:03 PM

To cic@lincoln.ne.gov

cc

bcc

Subject Time Warner Comments

I live in southwest Lincoln, ever since Time Warner has uploaded the new Navigator system, I have had problems with my cable and my internet. The customer service representatives are helpful, but you can tell they have heard the same problems over and over. Not only does my DVR no longer work how it's supposed to by skipping shows and recording only 1/2 of many shows, but the program guide no longer works and I can't change channels. The internet only works about 10-20% of the time, often, I'm forced to "free ride" my neighbor's unsecured wireless connection. I'm extremely frusrated--the service I'm paying nearly \$140 a month for is not up to par and does not meet the standards I would hope Lincoln and its community members would require.

Christin Lovegrove
clovegr1@bigred.unl.edu



"Cortney Neemann"
<cneemann@dobsonbrothers.com>

03/21/2007 03:40 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner Cable

To whom this may concern,

We really need to look into the issue of how paying customers need to get reimburse for the service they didn't receive throughout that period of time. People who are bed ridden and have nothing else to do for entertainment were paying for entertainment they didn't have. I personally was paying for a DVR service that I could use. It all started when I first bought the DVR and it would work I went back 3 time to Time Warner to get a new box the third time I decided this was ridiculous why should I have to go down there when what they are giving me isn't working. Call down there tell them what is going on they tell me that I won't get anyone to help me until Monday this was Friday. I am not going to wait to be able to get TV for their mistake so I tell them this is ridiculous no one should have to wait this long when they were doing most of the stuff themselves because it was already going to take a week for them to get out to install it. 10pm at night they show up! That was a problem if they couldn't have showed up till then they should have just not showed up at all.

Then came all these downloads. IT was more bad then good. No I didn't complain because I didn't know what the deal was. But it hasn't gotten any better. I think we as a community need to evaluate not only during this time but before it also. If they were giving us the good service that we were supposed to be getting we wouldn't have had this problem.

I personally would like some of my service reimburse because it was definitely a waste of money for myself.

Thank you for your time.



"Cliff Nelson"
<cnelson1@neb.rr.com>

03/29/2007 06:40 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner

Work needs to be done. The system is more complex than it used to be. We can be watching a show and the box just shuts off with a loud "sizzle or pop" that makes you jump and then watch to see if your TV is going to be set on fire. The show you are watching will at times get a "puzzle" quality to it (like the people/scenery is in parts that are not connected).

We pay alot for cable and feel there should be better quality. The guide is not as good as the old one - doesn't give as much information as it used to. Also, there are times when it says NA (not available) when looking to see what shows are on.

Cindy Nelson



"Jeanette Whitehead"
<coastert@gmail.com>

03/27/2007 06:43 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Comments

Greetings,

I have just a few comments on TWC and the new and flawed Navigator cable guide:

First, we have enjoyed using TWC--in general. Until the change to Navigator from Passport, we have had good, reliable service from TWC. Perhaps TWC cable is not a good value (over-priced), but, still, we enjoyed good, reliable service until the cable guide change.

We had quite a few problems with the initial change to Navigator. We needed numerous reboots. The delay in updating program information was far, far, far, far too long. We do not believe this product was ready to load on paying customers' cable boxes when it was foisted upon us. This product should have had further testing and additional refinement before TWC dumped it on its paying customers.

Of late, we have not been required to reboot often--perhaps once or twice in the previous month.

Latency, or the time it takes to load program information, while much shorter than it was initially, still takes too long. It is very aggravating to have your sound and picture disappear--even for a few seconds when you use the guide to look for future programming information. This still needs to be fixed!

Perhaps our chief complaint is that it is much more difficult to read the new Navigator guide!

Dark blue text on medium blue background doesn't work as well as black text on white background. Function over form please! It really doesn't make any difference how aesthetically pleasing the appearance is if one cannot read the information. Perhaps, if we had a 72-inch HDTV, it would be easier to read the dark blue text on medium blue background. However, we don't plan on purchasing such a TV any time soon.

TWC has made several promises of the wonderful new things Navigator will offer. For the most part, we aren't interested. We don't have TWC telephone service and have no plans to use it. We don't--won't--need caller ID. Some of the other "marketing-oriented" features likely won't be used by us either. It would be nice, however, to have a cable guide that functions well, is easy to read and contains all the pertinent information!

In summary, we are not pleased with the current version of Navigator. We believe it was foisted upon us before it was ready for paying customers to use as a replacement for Passport. We are disappointed in TWC for making this change as it has. They have treated their customers very poorly.

Sincerely,

J. Lynn Whitehead



Connie J Guillaume/Notes

04/06/2007 04:33 PM

To catv, Ann Shrewsbury

cc

bcc

Subject Fw: Time Warner debacle

----- Forwarded by Connie J Guillaume/Notes on 04/06/2007 04:33 PM -----



"Nicole Spann"

<colespann@msn.com>

04/06/2007 03:29 PM

To <cic@lincoln.ne.gov>

cc

Subject Time Warner debacle

I don't even know where to start with the Time Warner Cable issue. The bottom line is that we pay for a service that we are not getting & Time Warner has done NOTHING to try to make this right. I don't CARE that we are a "trial" city. I don't CARE that they are "working out the kinks". What I care about is that I am paying for something that doesn't work. I set up programs to record...sometimes they do, sometimes they don't. Who the hell knows from one time to the next. Not only that, but it doesn't work as well as the previous software. They say "it will be even BETTER in the future." Fan-freakin-tastic. I actually had one of their employees tell me that he personally had to get 4 different boxes before he got one that worked. SERIOUSLY?

Time Warner should, at the very least, waive the DVR fees for their digital cable customers and reimburse us for the months that it hasn't worked. They need to be held accountable. It's ridiculous that this is even an issue, but for those of us who don't want an ugly dish hanging off the side of our house, we're stuck with a crappy product from a crappy company. "you'll get nothing and you'll like it!"

---Cole

"Think you can, think you can't; either way, you'll be right."

--Henry Ford



JCookCC@aol.com
03/27/2007 05:08 AM

To: CGuillaume@ci.lincoln.ne.us
cc
bcc
Subject: Fwd: time warner

Connie,

Please pass this along to cable board members.

Thanks.

AOL now offers free email to everyone. Find out more about what's free from AOL at <http://www.aol.com>.
Return-Path: <Cory@tumbleson.net>
Received: from rly-mb03.mail.aol.com (rly-mb03.mail.aol.com [172.20.118.139]) by air-mb04.mail.aol.com (v114_r3.4) with ESMTP id MAILINMB44-d84603fdf8c8; Fri, 23 Mar 2007 12:19:29 -0400
Received: from netinfo.ci.lincoln.ne.us (ftp.ci.lincoln.ne.us [199.48.10.68]) by rly-mb03.mail.aol.com (v114_r3.4) with ESMTP id MAILRELAYINMB36-d84603fdf8c8; Fri, 23 Mar 2007 12:19:05 -0400
Received: from mail1.ci.lincoln.ne.us (mail1.lincoln.ne.gov [192.168.129.37]) by netinfo.ci.lincoln.ne.us (8.13.1/8.13.1) with ESMTP id I2NGIDUT028943 for <jcook@lincoln.ne.gov>; Fri, 23 Mar 2007 11:18:14 -0500
Received: from ms-smtp-01.rdc-kc.rr.com ([24.94.166.115]) by mail1.ci.lincoln.ne.us with InterScan Message Security Suite; Fri, 23 Mar 2007 11:17:07 -0500
Received: from tumbleson.net (CPE-75-81-168-105.neb.res.rr.com [75.81.168.105]) by ms-smtp-01.rdc-kc.rr.com (8.13.6/8.13.6) with ESMTP id I2NGJ2HL022446for <jcook@lincoln.ne.gov>; Fri, 23 Mar 2007 11:19:02 -0500 (CDT)
Content-class: urn:content-classes:message
Subject: time warner
MIME-Version: 1.0
Date: Fri, 23 Mar 2007 11:19:27 -0500
Message-ID: <6F6410EE8A724746B9EB412B4C029D4A672A@sbsserver.TumblesonNET.local>
x-mimeole: Produced By Microsoft Exchange V6.5
X-MS-Has-Attach:
X-MS-TNEF-Correlator:
Thread-Topic: time warner
Thread-Index: AcdtZwcSjoCvo59BSBWhIEltqZ3Sg==
From: "Cory Tumbleson" <Cory@tumbleson.net>
To: <jcook@lincoln.ne.gov>

Jonathan,

I saw that you had introduced a resolution to investigate Time Warner Cable for their DVR software. I have had other issues with them as well but my issues have to do with their HD service.

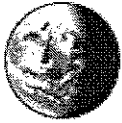
First off, they offer HD service with basic cable if your TV has an HD tuner. However if you contact their sales or technical support they do not mention it. They tell you that you need a cable box for it. Lately they have been moving their HD channels. An example of this was last night. Channel 10 HD could be found at 10.1, 6 at 6.1, etc. Yesterday they moved it to 79.1, 80.1, etc. The only way to find the channels was to have my TV re-search for channels. When I called support about it they knew nothing about it. I was told the same thing again, you have to have a cable box or cable card for HD. After explaining to the tech that you didn't need it I was finally sent to an engineer's voicemail.

This has happened several times over the last few months. The only way around this issue seems to be getting a cable box and paying extra for HD service that keeps the channels in the same location (channels 108, 109, etc).

I'm fed up with their lack of support and their nickel and dime tactics. This community needs competition in the cable market. You shouldn't have to investigate a company for their poor support. Consumers should be able to speak with their wallets and go elsewhere for service. But since we can't, can you investigate their HD service as well.

Cory Tumbleson

cory@tumbleson.net



Connie Osborn
<cosborn@lanaster.ne.gov>

To: cic@lincoln.ne.gov

cc

bcc

03/30/2007 09:11 AM

Subject: Time Warner

I have had nothing but problems since Time Warner "upgraded" their digital cable to navigation. For the past several months, I have sporadically been able to access my cable guide. Most of the time, my guide shows that channel information is not available. I have figured out that I have to change channels by using the arrows, one channel at a time, very slowly, in sequence. At that point, I can only hear what the program is, so once I think I find a channel that I want to watch, I have to turn the TV off and then back on, to actually see what I have chosen. I am subscribed to Road Runner as well, and pay nearly \$140.00 monthly. I should also add that I have had no problems with my Road Runner service, but I would definitely switch cable companies if I had that option. I do not feel as though Time Warner appreciates the problems their customers are experiencing or they would offer a credit or free movie channel for the ongoing inconvenience of navigation.



Csherbell@aol.com

04/02/2007 12:30 AM

To cic@lincoln.ne.gov

cc

bcc

Subject time warner cable

i just wanted to comment on the situation with the new cable service. it sucks. i pay for this service because i want to record shows that i can't be at home to watch and it doesn't work half the time. unless you check each day you don't know if the navigator is working or not. and if it isn't working it won't record your show. i think i should be credited for the service that i pay for but don't get.

thank you

sherry campbell

7120 van dorn # 48

lincoln, ne 68506

See what's free at AOL.com.



Carole Bates
<csnb99@yahoo.com>

03/21/2007 10:11 AM

To cic@lincoln.ne.gov

cc

bcc

Subject Time Warner Cable

History:

☞ This message has been forwarded.

I'm not sure I think it's the city's place to investigate Time Warner (personally I would like our council to spend more time on making the city government efficient and productive and work on economic development which this city so desperately needs), however, I do sincerely doubt that Time Warner will, on its own, make the necessary changes to their system so that it functions properly.

The options we most frequently use that we now cannot:

1. Select whether to tape first runs or repeats and/or both
2. Forward through days (instead of going time block by time block)
3. Sometimes our shows tape, sometimes they don't.

I would love a refund for the months these services haven't worked - my cable bill - including internet and phone is a whopping \$186 a month.

Thank you for your time.
Carole Bates

No need to miss a message. Get email on-the-go
with Yahoo! Mail for Mobile. Get started.
<http://mobile.yahoo.com/mail>



Carole Bates
<csnb99@yahoo.com>

03/26/2007 10:08 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Response

1. Have you previously had problems with Time Warner Cable services, including Navigator?

Yes.

Taping shows - I used to be able to choose between recording first runs and repeats and/or both and now I can't. Several times shows that have been programmed to tape, do not tape, or they tape up until 2 minutes left into the show (very annoying).

Remote - The "Days" button doesn't work, so I am required to manually hold the button to forward through time slots until I receive the next day.

Bottom banner - Sometimes the bottom banner displaying the channel and show doesn't appear, other times we can't get it to go away.

Mysterious reboots - Most aren't too annoying, but one day the cable wouldn't work for nearly an hour, mysteriously rebooting, "freezing," and then rebooting over and over.

2. Are you currently having problems?
Yes. Same issues as above.

3. Have you had customer service problems?
Haven't even gone there - had major trouble getting my Road Runner email set up due to unknowlegable support technician and it has been messed up ever since (as in years) - since then have tried to avoid Time Warner customer service if at all possible.

Thank you for looking into this.

Carole Bates
489-4218

Bored stiff? Loosen up...
Download and play hundreds of games for free on Yahoo! Games.
<http://games.yahoo.com/games/front>



"Charles W. Hoskins"
<cwhoskins@yahoo.com>

03/27/2007 11:43 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Fw: Time Warner service

----- Forwarded Message -----

From: Charles W. Hoskins <cwhoskins@yahoo.com>

To: cic@lincoln.ne.gov

Sent: Tuesday, March 27, 2007 11:38:45 AM

Subject: Time Warner service

I have been frustrated with having to reboot the cable box several times over the past few months and also the lack of more detailed information on individual programs when I push the info key on the remote and get the same screen information as displayed by the guide key. As a result of all the recent publicity I have learned that many people have experienced the same problems and when they complain they get an adjustment on their bill. If Time Warner was really concerned about customer service and satisfaction why wouldn't they pro-actively let all customers know of the common problems through an educational program and the bill reductions that are available? Of course we all know the answer that since they have no competition why would they volunteer to spend money to satisfy unhappy customers until they are asked. It also would be to their detriment to educate their customers that there are common problems and bill reductions that are available! I very recently called and ask why I couldn't get more detailed program information and was informed that they were working on this feature and would be introducing it in the future. I stated that I got that information with their old system and was now paying the same monthly amount. When I asked who I could talk to about the current charges the customer service representative responded that he would be happy to adjust my next three months bill by eliminating one of the fees. I was pleased to hear that but also immediately wondered what their standard practice was for all customers and what complaints resulted in what amount of charge reduction. Did I get as much as I could have if I had known what service issues to complain about?

I would like to know Time Warners response to this.

Sincerely

Chuck Hoskins

Need Mail bonding?

Go to the [Yahoo! Mail Q&A](#) for [great tips from Yahoo! Answers](#) users.



<cwubbels@windstream.net
>

05/16/2007 09:46 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner

We have had nothing but problems with Time Warner - we have called on numerous occasions and they did not offer any compensation. Our suggestion is that another cable service is allowed to come into Lincoln. Currently they have a monopoly on the business. It costs over \$60 a month for service and you barely get any channels and bad attitudes when you call for help.



"Dan Matousek"
<Dan.Matousek@galarson.com>

03/27/2007 02:01 PM

To <cic@lincoln.ne.gov>

cc <CGuillaume@ci.lincoln.ne.us>

bcc

Subject FW: Time Warner Cable Performance Evaluation Public Hearing

Attn: Cable TV Advisory Board

Thank You for asking about my issues with Time Warner's DVR service. I have given my response to your questions in red lettering below.

Have you previously had problems with Time Warner Cable services, including Navigator? **no**

Are you currently having problems? **YES, DVR still shuts down 2-3 times a night.**

Have you had customer service problems? **Have waited on hold for over 30 minutes, better today**

Have those problems been adequately dealt with? **no**

Did you receive fair compensation, or what do you believe would be fair compensation?

0 compensation. The first time I called them about this, they told me just to reboot. I then stopped in to get an exchange but was told they would have to send a person to my house to set it up correctly, in which I would have lost all recorded info I have. They also said they were making updates and my problem would probably be solved if I waited. Today when I called, the customer service technician tells me it looks like my DVR is set up properly and I need bring in my DVR and they will replace it, and just to record all my info to a VCR. I had tried this before but the DVR and my VCR don't seem to be talking the same language.



"Dan "
<dan.showalter@gmail.com
>

05/18/2007 09:00 AM

To <cic@lincoln.ne.gov>
cc
bcc
Subject Time Warner

A person from Time Warner called me a couple weeks ago and asked me several questions.

One question was "am I still having problems with the menu" on the DVR and I responded that I was. When a program is deleted from the listing or a change is made in the recording schedule the whole system slows down to a crawl, I am unable to do anything with it until the menu catches up.

I was also asked if I wanted the old menu system back and I replied a resounding YES!!

I was asked if a rebate for previous problems would be acceptable and again I responded YES!!

When I call their help desk to complain or try to get problems resolved they treat me like I am an idiot and their response is always "did you reboot the DVR", I am tired of being treated like a child. I am an IT professional and I know when something isn't working correctly and what to do to remedy the problem. Time Warner deployed an inferior product all in the effort to add caller ID to the screen. Something I don't even need!! I would prefer the old menu back and a rebate for them Beta (more like Alpha) testing on the consumers of Lincoln I pay these people \$140 per month and have had nothing but problems since the menu change. I believed this person calling me was in attempt to resolve these problems, yet nothing has changed. And the crap they are saying on TV about them offering rebates or credit on the high bill is TOTALLY false. They have never offered credit on the bill.

Dan Showalter

1822 Chloe Lane

Lincoln, NE 68512

617-1664



Debra L Arent
<darent@unlnotes.unl.edu>

03/27/2007 12:56 PM

To cic@lincoln.ne.gov

cc

bcc

Subject Time Warner

We have not been happy with the changes from Passport to Navigator in any way. The programming is extremely slow, difficult to read and not nearly as user friendly as the Passport program was. It seems that it's reprogramming several times a week early in the morning, or loading new software. But, in any case we are up very early, which means we can't even check the weather because of this programming. Navigating through the guide is very slow. To check programming for tomorrow sometimes it takes several minutes for it to update, and at times if you move too fast, it overloads the entire system and it crashes. The remote at times doesn't work with the DVR, or the software is so slow at picking up the signal that it takes some time before it reacts.

We're very disappointed in the system in total and especially with paying \$80+ a month for this poor service.



"David Patrick"
<davepatrick31@msn.com>

03/26/2007 09:06 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner hearing

Regarding the recent problem with T.W. cable television, I strongly believe that the central problem here is one of this company having a monopoly in the cable vision business in Lincoln, Nebraska.

They knew that this new software was far from perfect, but they had little risk in "debugging" the program on 46,000 Lincoln area viewers.. What damage could result..?? A good test plot...!!

As far as being able to get assistance in returning my programming to a working condition; I had to wait overnight to reach a technician. He was helpful and pleasant when finally reached.

I was not compensated and didn't expect to be.

My programming is still "sloppy" but it works...



David Walker
<davidw@grax.com>
05/17/2007 10:27 PM

To: cic@lincoln.ne.gov
cc
bcc

Subject: Time Warner DVR

As a user of Time Warner's test version of their DVR software I feel that we, the customers, should not have to pay for the time period where we were guinea pigs. I think that Time Warner should refund the Digital Cable/DVR portion of our bill for 3 to 6 months.

I read some comments from a Time Warner spokesperson that seemed to indicate that the company should only reimburse individuals who had problems. I have news for them. A lot of us had problems we didn't report but found troublesome. I had my son's DVR pop up parental blocks on shows that were rated TV-PG or TV-14. I had other problems that required reboots. Not good for a feature we pay so much for.



Donna Behlen
<dbehlen@yahoo.com>

03/27/2007 04:04 PM

To: Connie Guillaume <cguilliaume@ci.lincoln.ne.us>

cc

bcc

Subject: FYI

History:

☞ This message has been replied to.

Connie...I know the meaning fo "I feel your pain"....last night I had my DVR from Time Warner recording Dancing with the Stars and in the middle of one of the dances, my unit decided to reboot! I can't believe all the email that is coming in...just think about all the people who don't take the time to call or email their complaints.

Donna

If a picture is worth a thousand words...how great is the value of a movie?

Donna Behlen
BEHLEN VIDEO SERVICES
2131 Cornhusker Hwy, Suite #1
Lincoln NE 68521
402-476-1100
fax 402-476-1112
donna@behlen.com
personal email
dbehlen@yahoo.com



"Dan Bowmaster"
<dbowmaster@neb.rr.com>
03/26/2007 03:42 PM

To <cic@lincoln.ne.gov>
cc
bcc
Subject Navigator

Although we have not experienced some of the more severe problems that have been reported with the new navigation system we have had, and continue to have, minor annoying problems.

Failure of the unit to respond to input from the remote control, scheduled programs not being recorded, incomplete program information, slow menu response, poor graphics, menus that are unnecessarily difficult to navigate and an inferior search process are things we have dealt with from roll-out of the system until today.

I am not interested in the capability to have caller id appear on my screen (I don't have digital phone through Time-Warner) and other touted future improvements do not make the future of the current system look appealing. It is an inferior product for which I am paying the same price as I was charged for a better product that I was completely happy with and which worked perfectly.

Dan Bowmaster

2201 N. 78th Street

Lincoln, 68505



dclapper@neb.rr.com
03/28/2007 06:52 PM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: Cable Software

Since time warner has decided to use us as guinea pigs, we've not only had a MUCH slower response time (if any) with programming, but you need surround sound to hear anything over channel 75. The sound drops dramatically, and God forbid you have any other noise in the room! At first, we thought it was our T.V. Then we realized it was on EVERY T.V. in our home hooked up to a DVR, and that's quite a few! We have 3 navigator DVR's and each of them has given us the same problem. Thank goodness we have surround sound hooked up to one of them. We enjoyed our movie channels, and extended cable programming, until they pulled the ol' switcheroo on us.

We pay more than \$200 per month for our services, and get extremely inferior product for it. We went from DISH network to Time Warner, thinking everything would be superior, in terms of product. At first, it was! It was really great not having to worry about storms, or losing signal. But now, that was nothing compared to loss of sound, slow response time, NO response time, etc... What sort of compensation are we going to receive for our trouble?

As I'm sure you've heard all of these complaints and then some already, I won't keep harping on mine. But we haven't seen anything in regards to the sound deficit, and wanted to make sure that this was on the table as well. Thank you for hearing me.

Sincerely,
Deb Clapper



JCookCC@aol.com
03/27/2007 05:13 AM

To: CGuillaume@ci.lincoln.ne.us
cc
bcc
Subject: Fwd: Time Warner Navigator

Connie,

Please pass this along to the cable board.

Thanks.

AOL now offers free email to everyone. Find out more about what's free from AOL at <http://www.aol.com>.

Return-Path: <deaton@neb.rr.com>

Received: from rly-mc06.mail.aol.com (rly-mc06.mail.aol.com [172.20.118.148]) by air-mc04.mail.aol.com (v114_r3.4) with ESMTP id MAILINMC44-6e445f2da4e2e6; Sat, 10 Mar 2007 11:18:40 -0500

Received: from netinfo.ci.lincoln.ne.us (ftp.ci.lincoln.ne.us [199.48.10.68]) by rly-mc06.mail.aol.com (v114_r3.4) with ESMTP id MAILRELAYINMC610-6e445f2da4e2e6; Sat, 10 Mar 2007 11:18:22 -0500

Received: from mail1.ci.lincoln.ne.us (mail1.lincoln.ne.gov [192.168.129.37]) by netinfo.ci.lincoln.ne.us (8.13.1/8.13.1) with ESMTP id I2AGHV9I010465 for <jcook@lincoln.ne.gov>; Sat, 10 Mar 2007 10:17:31 -0600

Received: from ms-smtp-04.rdc-kc.rr.com ([24.94.166.116]) by mail1.ci.lincoln.ne.us with InterScan Message Security Suite; Sat, 10 Mar 2007 10:17:14 -0600

Received: from DavidMobile (CPE-24-27-146-155.neb.res.rr.com [24.27.146.155]) by ms-smtp-04.rdc-kc.rr.com (8.13.6/8.13.6) with ESMTP id I2AGIKf018053for <jcook@lincoln.ne.gov>; Sat, 10 Mar 2007 10:18:20 -0600 (CST)

From: "David Eaton" <deaton@neb.rr.com>

To: <jcook@lincoln.ne.gov>

Subject: Time Warner Navigator

Date: Sat, 10 Mar 2007 10:18:18 -0600

Mr. Cook,

My wife and I appreciate your efforts regarding the Time Warner Navigator fiasco. We have not complained to Time Warner, partly because the long hold times when calling are almost as frustrating as the problems with their service, and partly because we don't think it will do any good. The performance of the Navigator has certainly improved over a couple of weeks ago, but while the new Navigator is prettier, we prefer the old system it replaced. I'm surprised that's not an option; usually when a customer pays for subscription hardware/software, the customer gets to decide when and whether or not to upgrade. Apparently, if you're a Time Warner customer you don't have that choice. OK, we're getting used to the new Navigator but the really buggy version we were forced to endure lost several of our favorite shows that we paid for. That was the most frustrating of all.

Thanks again for your efforts,

David & Dawn Eaton



"DEBBE ANDREWS"
<debbe1440@hotmail.com>

03/27/2007 12:30 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Cable

Comments on Time Warner -

I don't know how this company has continued to perform as it has, with little to no consequences.

Several years ago, when we built a new home, they neglected to put their cable lines in the conduit. So, I had cables just planted in the ground, which lead to very lousy service. They came out several times, admitted their problem, but said they could not rebury the lines correctly. They band-aided it several times with splices, which would break down over time, causing more services to be interrupted. Finally last year, six years after the original mistake, they did dig up our front yard and rebury the cable. That part of their service has been better since.

We started using their telephone service last fall. The "service" has been atrocious. For the first couple of months, my phone would be "dead" at least 3 or 4 times per week. When I would call in, they would just tell me to reset it. I told them something else had to be done. I just could not be without phone service, and worse yet, not know it! Finally after several weeks, and two hours of being on hold, they sent a tech out to replace their equipment. He said his computer did show that it had a problem, and should have been replaced sooner. I got an I'm sorry from customer service, and that was it.

Things went fairly well after that, until the new navigator was put in place. Their is just no way to describe how lousy the service is. It takes a long time for shows to come up to start with, and then heaven forbid you want to change channels. This can take several minutes. Their are numerous failures when trying to use the DVR - both trying to record and trying to play what has been recorded. The messages along the bottom that give you name of show, time, etc work most of the time, but occasionally will say 'information not available'. Watching tv is no longer an event to be relaxing. It is irritating, stressful and downright lousy.

I hope you do not get suckered into thinking that things are getting better because phone call complaints are down. It is not getting better. We as Time Warner customers are just used to it and to not being able to get anything resolved thru their customer service department. All that does is waste our time, for nothing. If there was another "game" in town, Time Warner would have to improve, or lose customers. There is no choice now, a monopoly truly does exist, it's just not called that. I hope something will be done, but due to the fact of their size and their history, let's just say I won't hold my breath.

Debbe Andrews

It's tax season, make sure to follow these few simple tips

<http://articles.moneycentral.msn.com/Taxes/PreparationTips/PreparationTips.aspx?icid=HMMartagline>



"The Hintons"
<dhinton@neb.rr.com>

03/28/2007 06:56 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject TWC

I, too, am one of Time Warner Cable's upset customers. I am upset over being forced to use the Navigator system because it doesn't work properly. Too many times, we punch the "guide" button and the Navigator comes up with "NA" all across the board. So, as a result, we are unable to tell what is one which channel. Therefore, we will go online to the TV Guide's website and pull up channel listings. This should not be necessary! The slow response time of the Navigator is also upsetting.

Time Warner has not suitably addressed the issues they face. If they had, we would not still be dealing with the problems. The issues have been out there for many months already. But in the meantime, they sure want us to pay our bill, even if we are not getting the service we are paying for!

In our case, we don't have a real viable alternative to cable. We did have a satellite company come out and because of the positioning of our neighbor's trees, they did not feel we would receive very good reception. So, we are stuck with TWC.

As you can tell from my email address, we also have Roadrunner internet service. I have no problems with that, but I wish the cable TV operated as well.

We have considered adding DVR to our subscription, but that will wait until the problems and issues have been resolved. I won't pay them any more money for products that don't measure up.

I also feel the city is partially to blame in this issue, as they won't allow a cable competitor to operate in Lincoln. If they did, that would definitely hit TWC where they live--they would either have to measure up or lose customers and consequently, their revenue. As it stands now, they have us held "captive" and can continue to offer inferior products and service, and we don't have an alternative.

It's time the City and TWC step up to the plate and deliver the product and service we are paying for, or else offer an alternative.



David Howe
<dhowe@unlnotes.unl.edu>

03/28/2007 02:14 PM

To cic@lincoln.ne.gov

cc Elizabeth Howe <ehowe2@unlnotes.unl.edu>,
howe7@alltel.net

bcc

Subject Comments about Time Warner

Cable Television Advisory Board:

We have had serious problems with Time Warner ever since they changed to their home grown software. We were avid "Tivo" users both before and after the software change because our time is limited when we watch TV. There are still some features in the old system that haven't been modified, although they finally added software that would allow us to choose the day and time that we want to record a particular program. The features are improving but far slower than they should be improving. It's unfortunate that Lincoln was chosen as the test platform.

The initial installation was a disaster. If a program was on hiatus, the new software didn't recognize it. Programs were simply dumped. Many times we had to reboot the software because the processes stopped, ie fast forward or reverse simply wouldn't disengage. That seems to have been fixed, thank goodness but every couple weeks we have to reboot for one reason or another.

We called many times and customer service always tried to help us. Customer service kept us from looking at a dish. In fact, customer service called us last month to say that we would receive a \$5.00 discount on our bill this month because we have been so patient with them. I got the bill on Monday and we didn't get the discount unless the charges increased the same amount.

You know, we can live without TV, and until Time Warner gets some competition, we may have to. Basic service, or no service, is looking better and better.

David & Elizabeth Howe
7516 Red Oak Road
Lincoln



Dianne8552@aol.com

03/24/2007 08:34 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner

Hello,

I just wanted to leave some comments about the Time Warner service.

I had called them a couple of times when the Navigator first came out because I was having problems with it, such as not being able to access "on demand" and shows not recording. The last time a service technician came out to fix my DVR and then spent about 10 minutes telling me that there's some issues with the new software and they are aware of them, but it's only temporary because they have all of these updates coming out that will fix them and they are just asking people to be patient.

After that, I never called again until just a week ago, because I was being patient like they asked me to. Well, that was a very long time ago and I've had many problems since then. I've had to re boot my DVR at least 20 times for various problems. My most recent problem was just last night (3-23-07) when my DVR wouldn't pause live tv or rewind it either. Also, I was watching a show at 10:00 that wasn't supposed to be on until 11:00. I had gone to another tv and the show that was supposed to be on was on, so I'm not sure what the problem was there. I re-booted again and it's working at the moment, but I've learned from experience it won't last.

There's also the issue that the old software (Passport? I can't remember) had several features that the new one doesn't and when I made the decision to go with this service, I had been shown Passport. I would be happy with the old software again.

Time Warner keeps people hanging on with promises that it will get better. I'm sure most of us would change to Dish or a competitor that may be allowed in Lincoln if we knew it was going to be like this forever.

Some people have gotten rebates or free HBO, but I haven't received any compensation at all. I think there's just a small percentage of people with problems that have received any compensation.

Please let another cable company come into Lincoln. We shouldn't have to put up with being taken by one company because no other companies are allowed here. That just isn't right.

Thank you for your time.

Dianne Campbell

AOL now offers free email to everyone. Find out more about what's free from AOL at AOL.com.



"Denise I. Matulka"
<dimatulka@hotmail.com>

03/28/2007 11:12 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Cable issues

There are so many little things that were overlooked in the upgrade. Things that made having the DVR worthwhile.

1. You can't scroll ahead by day like you used to be able to do. For instance, you could set the guide at 7:00 p.m. and then forward ahead one day at a time to the next day at 7:00 for seven consecutive days. It was a VERY nice feature.
2. When you hit the pause button, the pause window stays, blocking half the screen. It used to go away after a few seconds. What's the point of pause if you can't see what you paused for?
3. When episodes were NEW it used to say NEW after the episode description. Now you never know when an episode is a rerun or not. Half the time the synopsis or plot is NOT included.
4. Instead of showing the actual running time of a movie, it shows the time blocked for a movie. For example: if the runtime is actually 1:31 but HBO blocked two hours, it says runtime is 2:00
5. It takes days for new data to load. With the old system data USED TO load at 12:45 a.m.--almost like clockwork.

BIGGER ISSUES

Schedule shows cancel themselves
The old search was MUCH better
Weird XML error messages
Shows stopping themselves
DVR shutting itself off

Denise I. Matulka
140 F Street
Lincoln NE 68508
(402) 438-8361
dimatulka@hotmail.com



"Denise Jasmer"
<djasmer@earthlink.net>

03/28/2007 08:24 AM

Please respond to
djasmer@earthlink.net

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: cable company

i agree time warner has screwed lots of people's cable up.....we have had to stop watching some shows because the dvr has not recorded them randomly. and the music stations either do not play or play with tons of jumps and skips in the sound. the fast forward button is useless because when i push play there is no sound so i have to rewind to get the sound to match the picture.....many frustrations have happened since the new system has been in place.

Denise Jasmer
djasmer@earthlink.net
EarthLink Revolves Around You.



djhrealtor@aol.com
03/27/2007 10:25 AM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: Time Warner/Navigator

I am still having a lot of trouble switching channels, especially up to HBO. Most of the time I have to remote through all channels up to 401 in order to get HBO. Other channel changes are slow. I have called Time Warner and have gone through all the prompts to reboot my cable box. I called again recently and was told to call when I was at home in order for the service department to give me instructions while at my TV. I have not taken the time to do this second call as I was hoping Time Warner would have corrected the problem by now. It is very annoying to try to change channels.

Donna Hinkley

AOL now offers free email to everyone. Find out more about what's free from AOL at AOL.com.



Linda Knudsen
<dknudsen@neb.rr.com>
03/28/2007 06:15 PM

To: cic@lincoln.ne.gov
cc
bcc
Subject: Time Warner

I would like to report our frustrations with the current Time Warner cable service. We pay a monthly bill of close to \$100.00 a month. In the past 3-4 months, we have had missing programs we thought were recorded, no programming, the need to reboot our cable box and the need to unplug and replug our system. These are weekly activities. We feel we have no recourse if we want to have cable television. We also feel we are being taken advantage of because Time Warner has us right where they want us. We pay our bill monthly, but are not receiving the service we are paying for. I would like to see some credit for the months that we have had minimal service.

Dave and Linda Knudsen



- dknudsen.vcf



David Copper
<dnc5252@yahoo.com>
03/28/2007 04:55 PM

To: cic@lincoln.ne.gov
cc:
bcc:

Subject: Time Warner Response

I am responding to an email you sent me regarding my previous response to the Lincoln City Government regarding problems I have had with this new Navigator software...

First, do you realize that you have made my email address public to **thousands** of other people, and visa versa?

Here is my feedback regarding your questions:

Have you previously had problems with Time Warner Cable services, including Navigator? **Yes, they have been out to my house on many occasions. Navigator has been a problem since it was first installed.**

Are you currently having problems? **Yes, it frequently freezes up and deletes previously recorded shows without warning**

Have you had customer service problems? **Quite honestly, they have been responsive in the past to problems (other than having to take an entire morning or an entire afternoon off to wait for a service person).**

Have those problems been adequately dealt with? **If you are referring to Navigator specifically, the answer is no.**

Did you receive fair compensation, or what do you believe would be fair compensation? **I have not received a penny in compensation...a month of service (for all the TWC services I am purchasing) would be fair.**

David Copper
402-202-6013

Don't get soaked. Take a quick peek at the forecast with the Yahoo! Search weather shortcut.



"Dorothy Porath"
<dorothy.porath@ngpc.ne.gov
>

03/26/2007 08:00 PM

Please respond to
dorothy.porath@ngpc.ne.gov

To CGuillaume@ci.lincoln.ne.us, cic@lincoln.ne.gov

cc dpp0130@alltel.net

bcc

Subject Re: Fw: Time Warner Cable Performance Evaluation Public
Hearing

First of all, thank you for looking into this issue. Since I am not sure if I can make it to the meeting, here are my comments.

1 Have you previously had problems with Time Warner Cable services, including Navigator? **In Nov 06 we switched from regular cable service to a DVR box. Prior to our using a DVR box, we did not have any problems with our cable service. In Nov 06 when we switched to a DVR box we have had problems continually.**

2) Are you currently having problems? **Yes and No. We bought a HDTV in Nov 06 and switched to a DVR box because we wanted High Definition tv programs. We bought the component cable also at Cablevision but because we thought we'd get better High Definition tv programs, we also bought a HDMI cable (at Sears, not a Monster cable). Since Nov 06, we get the "blue screen of death" which means our tv goes to just a blue screen, no tv program or sound. Usually this happens when we first turn it on but sometimes it happens when we switch channels using the box. We then have to shut the tv and DVR box off, wait a couple of minutes at least to get rid of any programming, turn the tv and DVR box back on to see IF the tv will come on. I've sometimes have had to do this at least 2 or 3 times each morning or just give up and go to the other room which is a regular cable box that works fine. We have called our TV store (Schaffers) which have serviced our TV in our home. They tested it and found no problems. They have come out twice. At the same time, we've called Cablevision service and they thought it was the TV. The reason I mentioned our buying the HDMI cable is because we wanted to know if this could be the problem (we took it back to Sears and received a new one in case it was the problem). Cablevision service was going to get back to us, but never did. We also switch DVR boxes in case that was the problem. A couple of weeks ago, we were having 3 or 4 days straight no TV reception without the "blue screen of death" so we switched the cable back to the component cable. Since then we have not had any problems. We don't believe the HD programs are as good with the component cable but at least it comes on. So for the last 2 weeks, we've had no problems.**

3) Have you had customer service problems? **Customer Service staff are polite but they have not been able to solve the problem. They asked for time to fix the problem, which is why we have quit calling them.**

4) Have those problems been adequately dealt with? **We were having problems until 2 weeks ago when we switched our component cable. If the service dept would have called us back months ago and told us we can only use their product, we would have settled for that.**

5) Did you receive fair compensation, or what do you believe would be fair compensation? **We were never compensated. Prior to Nov 06 we paid around \$55 per month for cable service. We now pay around \$90 for the DVR box and service. We have never paid less than around \$90 nor did they offer to compensate us for the unsatisfactory service. They asked for time to fix the problem but did not offer a reduced rate. I don't know what would be fair - maybe paying the old rate until the new service works? What we want is for the service to work.**

Again, thank you for listening to our concerns.

Dorothy Porath

(402) 471-5570 work or (402) 464-8982 home



"Dorothy Porath"
<dorothy.porath@ngpc.ne.gov>
v>

03/27/2007 04:35 PM

Please respond to
dorothy.porath@ngpc.ne.gov

To "Dorothy Porath" <dorothy.porath@ngpc.ne.gov>,
CGuillaume@ci.lincoln.ne.us, cic@lincoln.ne.gov
cc dpp0130@alltel.net

bcc

Subject Re: Fw: Time Warner Cable Performance Evaluation Public
Hearing

History: This message has been replied to.

I wanted to let you know that this afternoon (March 27th) my husband received a telephone call from Cablevision service center. Cablevision has a fix for our HDMI cable and the "blue screen of death" issue. The cablevision service staff walked my husband through the steps to fix the problem. They said to try it and see if the problem is fixed. Cablevision also offered some compensation for our service problems.

Thank you for bringing the cable service issue up on the agenda. It might be making a difference for us already.

Dorothy Porath
(402) 471-5570 work
464-8982 home

-----Original Message-----

From: "Dorothy Porath" <dorothy.porath@ngpc.ne.gov>
To: CGuillaume@ci.lincoln.ne.us, cic@lincoln.ne.gov
Cc: dpp0130@alltel.net
Date: Mon, 26 Mar 2007 20:00:01 -0500
Subject: Re: Fw: Time Warner Cable Performance Evaluation Public Hearing

First of all, thank you for looking into this issue. Since I am not sure if I can make it to the meeting, here are my comments.

- 1) Have you previously had problems with Time Warner Cable services, including Navigator? In Nov 06 we switched from regular cable service to a DVR box. Prior to our using a DVR box, we did not have any problems with our cable service. In Nov 06 when we switched to a DVR box we have had problems continually.
- 2) Are you currently having problems? Yes and No. We bought a HDTV in Nov 06 and switched to a DVR box because we wanted High Definition tv programs. We bought the component cable also at Cablevision but because we thought we'd get better High Definition tv programs, we also bought a HDMI cable (at Sears, not a Monster cable). Since Nov 06, we get the "blue screen of death" which means our tv goes to just a blue screen, no tv program or sound. Usually this happens when we first turn it on but sometimes it happens when we switch channels using the box. We then have to shut the tv and DVR box off, wait a couple of minutes at least to get rid of any programming, turn the tv and DVR box back on to see if the tv will come on. I've sometimes have had to do this at least 2 or 3 times each morning or just give up and go to the other room which is a regular cable box that works fine. We have called our TV store (Schaffers) which have serviced our TV in our home. They tested it and found no problems. They have come out twice. At the same time, we've called Cablevision service and they thought it was the TV. The reason I mentioned our buying the HDMI cable is because we wanted to know if this could be the problem (we took it back to Sears and received a new one in case it was the problem). Cablevision service was going to get back to us, but never did. We also switch DVR boxes in case that was the problem. A couple of weeks ago, we were having 3 or 4 days straight no TV reception without the "blue screen of death" so we switched the cable back to the component cable. Since then we have not had any problems. We don't believe the HD programs are as good with the component cable but at least it comes on. So for the last 2 weeks, we've had no problems.
- 3) Have you had customer service problems? Customer Service staff are polite but they have not been able to solve the problem. They asked for time to fix the problem, which is why we have quit calling them.
- 4) Have those problems been adequately dealt with? We were having problems until 2 weeks ago when we switched our component cable. If the service dept would have called us back months ago and told us we can only use their product, we would have settled for that.
- 5) Did you receive fair compensation, or what do you believe would be fair compensation? We were never compensated. Prior to Nov 06 we paid around \$55 per month for cable service. We now pay around \$90 for the DVR box and service. We have never paid less than around \$90 nor did they offer to compensate us for the unsatisfactory service. They asked for time to fix the problem but did not offer a reduced rate. I don't know what would be fair - maybe paying the old rate until the new service works? What we want is for the service to work.

Again, thank you for listening to our concerns.

Dorothy Porath
(402) 471-5570 work or (402) 464-8982 home



dpbroder@bigred.unl.edu

03/27/2007 02:33 PM

To cic@lincoln.ne.gov

cc

bcc

Subject Time Warner's Poor Service

To whom it may concern:

I am writing to express my sincere disapproval of Time Warner's handling of the passport conversion. After experiencing delays in the guide and DVR box, I contacted Time Warner over a period of approximately two months at least five times to complain about the service I was receiving. Each time I was told to reboot, and call with any further problems. Not only did Time Warner expect me and its other clients to wait five minutes to reboot the cable box (nearly daily) they expected us to wait up to ten minutes on hold on the phone to tell them of the problem they created. Their actions is inexcusable. My internet and cable bill is over \$150 a month, and I- and other citizens of Lincoln- should be able to expect quality service or given another cable alternative. It is clear to me and most other rational people that Time Warner believed Lincoln the perfect place to premiere their flawed software, because they have no other cable provider to compete with them. In the end, Time Warner did end up compensating me less than \$20 for the hassle. My cable and internet bill totaled nearly \$500 during the time of the problem. I will leave it to the council to decided whether this is adequate compensation for the hassle that I was put through, but I will suggest that I would much rather have had my cable working properly than the \$18 I was compensated. Most of all, however, I would like the option to choose another cable company to show Time Warner how dissatisfied I am with their service.

David Broderick



"Darin Raguse"
<draguse@gmail.com>

03/31/2007 01:56 AM

To: cic@lincoln.ne.gov, jcook@lincoln.ne.gov

cc: ann.shrewsbury@twc.com

bcc:

Subject: Time Warner problems ...

Good Evening,

My name is Darin Raguse. I am employed as the High School Technology Coordinator with the Lincoln Public Schools and I am a Time Warner Cable subscriber. My immediate supervisor at LPS, Kirk Langer, was a past member of the Cable Advisory Board.

I am writing you tonight to express my extreme frustration with Time Warner Cable and the HD and DVR Navigator service they are providing. It appears that the time has arrived for the Cable Advisory Board and the City Council to consider all other options for better cable service in Lincoln.

I, like many other TWC subscribers, have had numerous problems with Time Warner's Navigator system. I have reported one particular problem to TWC many times since the switch from the outstanding Passport service. I recently engaged in phone and email conversation with TWC spokesperson Ann Shrewsbury about these problems.

While it was acknowledged that the problems I reported are known to exist, I have not been told with any degree of certainty whether or when these issues will be fixed. I also haven't receive a response to my request for a reduction in price and compensation for their sub-standard service.

I sincerely believe that TWC should be required to substantially compensate subscribers that have been negatively effected by the outrageous decision to deploy an unproven substitute (Navigator) for a service that was working flawlessly (Passport). What makes this situation particularly troubling is that the TWC decision to dump an awful home-grown solution on Lincolniters appears to have been driven solely by greed. If that isn't true, why don't they just go back to what we had?

In addition to compensating subscribers that have lived with sub-standard service, I believe TWC should be required to significantly drop the price of the HD and DVR Navigator service until the service is as good or better than the Passport service. Why should I have to pay the same price (or more?) for this product than I

paid for the vastly superior Passport service? It would be different if I had another option for cable television. I don't. If I want cable, I have to go with TWC because of the the city's decision (or indecision) on a franchise agreement. The citizens of Lincoln need a better cable provider or we need someone to hold TWC's feet to the fire. Doing nothing is not an acceptable option.

It is time for someone in city government to stand up and lead on this issue. The fact that the city has not reached a franchise agreement after so many years is bad enough. Allowing TWC to treat customers like guinea pigs shows their total disregard for the city and it's authority to enter into a franchise agreement with a vendor other than TWC. It seems easy to see what is happening. TWC foisted this substandard product on Lincoln subscribers because they know they can get away with anything in a city that has never held them accountable.

Please do something to help the taxpayers of Lincoln that are simply looking for a reliable and trustworthy cable service provider.

Sincerely,

Darin Raguse

(This message has also been sent to mayoral candidate Chris Beutler)



"Darin Raguse"
<draguse@gmail.com>

04/02/2007 08:37 PM

To: cic@lincoln.ne.gov, jcook@lincoln.ne.gov

cc: ann.shrewsbury@twcable.com

bcc:

Subject: Time Warner problems ... follow up

Good Afternoon,

I wanted to follow up with you regarding an email message I sent on March 31 with the subject "Time Warner problems ...".

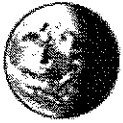
This afternoon I received an email message from Time Warner Cable. They have offered to provide a reduction in my cost for the HD and DVR Navigator system.

I appreciate the fact that Time Warner responded to my individual concerns, but I believe it is fair to say that the goal still lies ahead as the bar was set very high with the original Passport system. It is not enough for Lincoln subscribers to simply become "satisfied" that the Navigator system is better than it was at first. Time Warner should be asked to respond to their Lincoln subscribers in the very near future by offering an HD-DVR service that is equal to or better than the Passport system we used to enjoy.

I would also like to make one plea in this message that would actually help make amends for a mistake I made in sending my previous message. As it turns out, I sent a carbon copy of that message to TWC Spokesperson, Ann Shrewsbury, at her Yahoo email account. I wanted Ann to receive a copy of my message, but I did not intend to share her Yahoo email address with others as she does not use that for business related communications. Therefore, I would like to request on her behalf that you not use or share Ann's Yahoo email address. Ann uses that as her private email account and I can understand why she wants to separate her personal and business related messages. I am very hopeful that you will honor this request.

Finally, I remain concerned that the issues associated with the change from the Passport system to the Navigator system are still very much in play. One of the problems I am experiencing with my HD-DVR is relatively obscure (it relates to audio quality), but it has nonetheless left me with a much less desirable service. I have not switched from TWC because I prefer cable television and cable internet service to satellite and DSL. Like most Lincoln citizens, I would very much appreciate having the opportunity to select a quality cable service provider.

Sincerely,
Darin Raguse



The Nelsons
<dsmith21@neb.rr.com>
05/16/2007 06:18 AM

To: cic@lincoln.ne.gov
cc
bcc
Subject: time warner

To whom it may concern,

Time Warner is very fortunate that there is not a competing cable provider in Lincoln. I believe this is why we were chosen as a beta test site. There is little question that the customers of Time Warner need to be compensated for beta testing the system.

Another point that I would like to make centers on their obfuscation of the problem. We have responded to several telephone surveys regarding the quality of Time Warner's technical support. These individuals do a wonderful job covering for the inadequate services provided by Time Warner. The issue is not technical support, it is the quality of the services. I suspect that Time Warner uses these positive survey responses as an indicator that the public is pleased with their services. This is not the case. - J. Ron Nelson and Deborah Smith



"DSMITH21@neb.rr.com"
<DSMITH21@neb.rr.com>

03/28/2007 07:30 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: time warner

To whom it may concern

I believe that customers should be compensated for their involuntary participation in the beta testing of the new guide. Software companies typically compensate beta testers in some fashion. Indeed, I am surprised that Time Warner has not step forward with a compensation package. This no doubt reflects the lack of cable options in Lincoln. -- Ron Nelson



"Dale Stoehr"
<dstoehr@neb.rr.com>
03/27/2007 02:25 PM

To <cic@lincoln.ne.gov>
cc
bcc

Subject RE: Time Warner Cable Performance Evaluation Public Hearing

My performance evaluation of Time Warner –

Points of dissatisfaction -

- Time Warner has foisted an untested product on the citizens of Nebraska.
- Nebraska has been used as a Beta test area with no mitigating consideration or compensation.
- The touted "big fix" fixed nothing. I saw no difference in performance or usability
- Why the constant promotion of caller ID on screen while so many other things need to be fixed?

Have you previously had problems with Time Warner Cable services, including Navigator?

Prior to Navigator I had no problems and liked virtually all the previous features and services

Are you currently having problems? YES

Navigator Problems -

- Program descriptions are incomplete
- Scheduled recording times are cut short by 1 – 2 minutes, if I extend the recording time the following program will not start on time. If the schedule reads 9:00 – 10:00 it should record exactly that time.
- Volume on actual TV set has to be turned up to maximum in order to get reasonable range of DVR volume
- Broadcasting will abruptly stop and DVR unit will reboot. Then the volume reverts to the actual TV set volume – Blowing your ears out, not to mention the TV speakers!!!!]
- Navigator is missing many of the features that made the previous DVR system attractive

On the positive side Navigator has added a few very minor items like the recording log, but they did not enhance performance

Have you had customer service problems? Only in the sense that nothing gets done –HOWEVER, customer service reps are very courteous and sympathetic; I believe they do what they can

Have those problems been adequately dealt with? NO, I am told repeatedly:

- That Navigator is being updated to fix whatever issue I brought
- To unplug/plug-in the unit to reset.

Did you receive fair compensation or what do you believe would be fair compensation?

Fair would be payment for beta testing the system, so answer is NO!



"Guenther, Dustin SSG
NGNE"
<dustin.guenther@us.army.
mil>

To <cic@lincoln.ne.gov>

cc

bcc

03/27/2007 03:41 PM

Subject Time Warner (UNCLASSIFIED)

Classification: UNCLASSIFIED

Caveats: NONE

My boss lives in Omaha and whenever we talk about prices for cable, internet and phone with Cox, he can not believe the prices we are paying here in Lincoln. He told me that Omaha has three different cable servies to choose from.

So, my question - Are the prices for Cable, internet and phone here in Lincoln higher because Time Warner has a monopoly here?

SSG DUSTIN GUENTHER

267th Ordnance (DS) Co.

Comm: (402) 309-1741

DSN: 279-1741

FAX: (402) 309-1784

Take Care of The Soldier, The Mission Will Take Care of Itself

Classification: UNCLASSIFIED

Caveats: NONE



EDS19495@aol.com

05/16/2007 10:20 PM

To: cic@lincoln.ne.gov

cc: EDS19495@aol.com

bcc:

Subject: Lack of caring on part of Time Warner Cable

Dear Sirs:

Well, Guess I will add my two cents worth.

My cable box again this evening lost its data, "NO DATA", again, has done it off and on for the past few months. When I call Time Warner they rebot the box, same as I could be unplugging it, works fine for a while and then it loses its data again.

I have had two service calls, one changed the cable box, changed the connector on my line where it branches off their main cable. Again, works fine for a while, had problems early last week, took a week and a half to get a tech out again. This time he changed the splitter in the house, changed connectors on my feeds within the house, again work fine for about 24 hours. This it did it again this evening, "NO DATA", so I called Time Warner.

Their answer, sorry, but they can never tell you what is causing the cable to lose its data.

What is funny, the tech last night told me that the system was all up-dated and was working fine. When I called Timer Warner tonight, I was told that they were going to send out to up-grades this week, one tonight and one tomorrow. Sounds like the left hand does not know what the right hand is doing.

This is what you get every time you talk with Time Warner, no one will give you a straight answer.

I did get a return call a few minutes ago from Time Warner, when I called, I had asked to speak with his boss. The guy who called me back was very nice, is going to call me back next Tuesday evening to see if the up-grade that they are sending out this evening takes care of the problem.

We also taked about what I am getting in return for the troubles with the system, guess I am getting my cable box for six months at no cost.

Please add this to those who have had problems with the new cable service.

Thanks for taking the time to read this.

Ed Schnabel
7317 South Wedgewood Drive
68510

488-0814

See what's free at AOL.com.



Edward Forde
<eforde2@unlnotes.unl.edu>

03/30/2007 10:44 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner

I just had to reboot my cable box again last night. I have to do this about once a week because the system does not work.

I am 61 years old, and Time Warner has the worst service in my long life compare to cable and satellite systems I have had.

Please do not renew their exclusive contract for our city.

Thank you

Edward Forde, Chair
Department of Art and Art History
University of Nebraska- Lincoln
120 Richards Hall
Lincoln, NE 68588

(402) 472 5522
(402) 472 9746 FAX



efsmith@inebraska.com

03/28/2007 11:21 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Cable service

Advisory board,

Although I do not have some of the extra services of recording etc., I do have digital cable and have been very displeased with the new program guide. The coloration contrast is better since first instigated but not to the standards that I expect. The programming guide disappears periodically with a N/A showing and scanning the guide causes all listings to disappear.

Time has run out for solving the problem. Also, I don't see why I should have to continue disconnecting and reconnecting the boxes to try to reboot and solve the problems.

The cable company evidently tried a system that has too many flaws. The public expects better service!

R. Smith



Eugene A Nick
<enick@unlnotes.unl.edu>

03/27/2007 07:42 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Navigator system

This new system provides less than the old system.

It updates slower,

It makes it almost impossible to use my VCR to record programs.

The information on the screen on programs like movies is less. Example: the old system gave you the names of more actors and the director of the movie.

Why should I have to pay \$103 a month for something "NEW" that only TWC wants.

TWC is not serving Lincoln, is serving itself. This monopoly should end now!

In short we are getting less with this "new" system and we are still paying more.

Nolite Te Bastardes Carborundorm

(Don't Let the Bastards Grind You Down)



"fireldy"
<fireldy@neb.rr.com>

03/28/2007 07:01 AM

To "Cable Advisor Board" <cic@lincoln.ne.gov>

cc

bcc

Subject Beta testing of software without permission

I am unable to attend any of the meetings, but would like my voice heard. I will list the problems that I have had that have caused my frustrations, and things that I don't like about the new system.

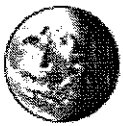
1. I have tested numerous beta software programs. This is the first time I have had to pay the premium price for doing so.
2. I like many others became frustrated with having to reboot the system so many times. Just last week I had to reboot again. This is very frustrating because I was in the middle of recording a program that I simply missed because of the time to reboot.
3. The search feature on the system is horrible.
4. The setup for the recording is not user friendly and I have had times where I thought things were scheduled and they simply did not record.
5. The descriptions of the program are not very informative and do not describe whether it is a rerun.
6. The timing of the recordings is off. I have missed the last minute of many programs. If I set the program to record 1 minute longer then it does not allow the next program on the same channel to record. This is horrible. I sometimes record the next program on the same channel not so I can watch that program but to make sure I see the last part of the previous program I do want to see.
7. The rewind and fast forward no longer have the 10 seconds of leeway that the old system had so that you saw what was coming and did not have to stop then rewind constantly. The old system allowed viewing a recorded program and when finished the channel that the TV was on would be able to rewind and see the program on that channel. Now, there is no rewind feature on the TV channel when finished viewing a recorded program. I think I miss this feature the most.
8. Like I said I have tested beta software before and enjoy doing so. But, it has always been my choice and the software was free while doing so. I think Time Warner owes its customers a refund.

Thank you for your time.

Ruth E. Orthengren a dissatisfied customer.

<mailto:fireldy@neb.rr.com>

I am using the free version of SPAMfighter for private users.
It has removed 1812 spam emails to date.
Paying users do not have this message in their emails.
Try [SPAMfighter](#) for free now!



"hingst"
<forelk@neb.rr.com>

03/28/2007 12:21 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject cable thoughts

Saw the article in the lincoln paper this am- my thoughts exactly!!! we purchased the digital system some time ago, and the new tv guide system is only half as informative as the one it replaced. TWO VERY DISAPOINTED CUSTOMERS.



Fred Gartner
<fredgartne@yahoo.com>

03/27/2007 10:50 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Performance issues

Thank you for providing this additional forum for input regarding the ongoing performance issues with Time Warner. I think what you are seeing is in fact the tip of the iceberg in customer issues, with a prevailing feeling of "what can I do?". Thanks.

The statements of the Time Warner spokeswoman that the number of complaints has decreased is somewhat misleading and revealing at the same time. I think it reflects the attitude of "I'll just reset my box, because there aren't any other answers" attitude and the number of calls they've gotten in relation to their number of users to me, reflects an ongoing problem, not that solutions have been achieved. They haven't. Speaking personally, I've had the same problems that have been reported since this all surfaced still occurring. Time Warner has "offered" to send out a tech to look at the box. On their schedule. When pressed as to what difference it would make if just powering off the box fixes it...not much of an answer. But you lose all your recorded programs. Or they don't record. That's how you find it out.

I don't doubt that in a controlled environment, like the one the Time Warner people will demonstrate the DVR in, that it will work. But a 15 minute demo doesn't prove anything.

This is no different than if you contracted with a garbage carrier and they maybe showed up when they were supposed to, maybe not at all, maybe they took part of the garbage. But you never knew for sure what they were going to do. You wouldn't expect to pay full price for partial service. And that is Time Warner's attitude, bottom line.

You'll get what you get. But you'll pay for all of it. And that's wrong, and well documented that it is happening on a wide scale basis.

Thank you for your time and attention.

Fred Gartner

Be a PS3 game guru.

Get your game face on with the latest PS3 news and previews at Yahoo! Games.



FunkeyMonkeyLEE@aol.com

To: cic@lincoln.ne.gov

cc

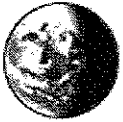
bcc

03/30/2007 07:22 PM

Subject: Navigator

We don't like the product, and are frustrated with the constant annoyance of turning on and off the digital cable box. The new change of software, is nothing even resembling an improvement, we are questioning our stance as valued customers. We have repeatedly called in for further guidance, but merely receive temporary relief. Therefore, why should we pay 80 sum dollars a month for the quality of service you preach, but lack in delivery.

See what's free at AOL.com.



"Evelyn Romans"
<gaeilge925@hotmail.com>

05/19/2007 11:00 AM

To cic@lincoln.ne.gov

cc

bcc

Subject Time Warner

Up until now I haven't complained to the cable company or the city about this, but once I read that they were giving rebates to customers on a "case by case" basis, I had to respond. As a long time customer, I am insulted that Time Warner is only giving rebates to customers who call up and complain. I work 2 jobs and live on the north side of town so running down to their office to switch out my cable box is not a convenient option. Nor do I think it would fix the problem anyway. Neither is calling in to a customer service area to talk to an indifferent phone rep something I want to do. I've called their office before with other problems in the past and cannot tolerate talking to someone who does not empathize with my situation.

Even though they have made improvement with Navigator, it is still not as good as the Passport system was. I have had shows not record that were previously set to every time they were aired, so I never know for sure if they will be on the DVR when I get home or not. I pay approximately \$80/month including taxes to have a convenient service record what I want when I am away so I can watch it at my convenience, and that's pretty expensive for a single person to pay for bad service. The last 6 months have been very frustrating.

I don't want to go through the hassle of getting a satellite dish because I have never heard anything positive about it. So feeling stuck with poor cable service makes me a pretty unhappy customer. Does Time Warner care that their test guinea pigs are upset? Couldn't they at least have warned us that we were the testing ground and to expect some problems while they worked the bugs out? Usually being in the middle of the country, we are about the last to receive anything new, so how did we get to be the test market for this lousy product?

I'm sure Time Warner is looking at their bottom line when it comes to rebating angry customers, but would they prefer to lose customers than to rebate all subscribers in the affected area? And \$5 isn't going to cut it.

Evelyn Romans

PC Magazine's 2007 editors' choice for best Web mail—award-winning Windows Live Hotmail.

http://imagine-windowslive.com/hotmail/?locale=en-us&ocid=TXT_TAGHM_migration_HM_mini_pcmag_0507



Gail <gailerica@alltel.net>

04/10/2007 08:44 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: cable t.v.

I don't know where to start.... I first subscribed to Lincoln basic cable t.v. in the early 1970's. I think it was \$4.95 mo.(maybe less) Rent was \$180 mo., split 3 ways - as was the cable. Using that ratio, today, that 3 bedroom apt. would rent for \$1800 mo. It doesn't. Not even close - it goes for about \$650. You can do the math. So, as all consumers, I wonder why the city allows a monopoly to gouge us all. With precious little (affordable) entertainment available in this city (especially with the recent demise of the second run theatre) residents are left with few options. I'm sure many will argue that cable t.v. is a luxury. I imagine they would hold the same opinion about internet access and cell phones. And when you combine the cost of the 3 services, yes, indeed only the wealthy can afford all three.

However, there are still a number of choices when it comes to cell phones and internet services. But I'm sure, someone will soon find a way to monopolize those services, as well, and the city will try to convince us this is a good deal. I have no complaints with the reliability of the cable service, just the cost. I watch less than 10 of the 70+ channels I pay for. But to get my 3 favorites I must subscribe to that "tier".

This marketing scheme/scam is and always has been totally transparent. If there was truly "free market", theoretically, competition should lower costs and provide other options. As I click through reality shows, endless shopping & news channels, reruns of Law and Order on 3 different channels, (which often becomes the best choice...) I constantly wonder why I pay \$50 mo. for this lame excuse for entertainment. Then I look out at the 3 feet of snow the plow left at the end of my driveway and realize there is nowhere to go and nothing to do, anyway. So, I write the check and settle in with Special Victims Unit - or wait, there's also 3 versions of CSI to choose from. Now that's living.

That's my rant...gotta go watch Dancing with the Stars, now.....yippee.



Garner Johnson
<garner502@yahoo.com>

03/30/2007 04:23 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Complaint/Comments

Journal Star,

I have been a Time Warner customer for the last 15 years or so (account is under my roommate's name, I pay the bill).

This recent change to the Navigator system is a fine example of a monopoly situation gone awry. My biggest complaint is that the new system makes it so that using a VCR with Cable is next to impossible. With the old system you could set the Cable box to change channels automatically so you could record

shows on two different channels if you weren't home. The new system no longer does this. I called and complained about this situation to the standard

receptionist, their supervisor, and their tech person. I was told that the new system did not support that feature, and that the navigator would make the DVR

easier to use. I did not have DVR nor did I want one. That is \$5 more a month. I can buy a VCR for under \$40, why should I pay \$60 per year for a service I

don't need? This whole navigator change over seems like nothing but a ploy to force customers to purchase the DVR system, and make VCRs useless.

The Navigator system itself was obviously not ready for public use. What we got was little more than a beta, or perhaps even an alpha version, of the final product. It would not search for other programs, the On Demand function did not work and had no shows, or at most two, while the old system had a wide variety. Highlighting shows to record on the DVR (I of course had to buckle under and get this service since I do watch shows on multiple channels while gone each evening!) would not stay highlighted and shows did not record, and finally saved shows would at odd times drop from the recording list and be lost, not

always during the frequent 'updates' of the system either. I called and complained at least three times about these problems and was told that the Navigator system was being fixed and would eventually work correctly, though it did not at the moment. Obviously this was not a finished product, but one being cobbled together with the multiple flaws being repaired as they cropped up.

As a final note I would also like to state that the Navigator system so far has been inferior to the previous system. Highlighting shows was easier, searching for shows was simpler (though the keyboard feature while clunky and annoying is somewhat helpful), and generally most features were accomplished in a shorter time with fewer entries necessary. Perhaps when it is finally complete and polished it will be worthwhile, but at the moment, and certainly during the first 4-5 months it was foisted upon us, it is not.

Given the problems and poor service Time Warner provides, the high cost of their service compared to Direct TV, I am seriously considering changing to the latter.

Garner Johnson

The fish are biting.

Get more visitors on your site using Yahoo! Search Marketing.

http://searchmarketing.yahoo.com/arp/sponsoredsearch_v2.php



"Greg Maschman"
<gdm@nebrwesleyan.edu>

05/16/2007 11:20 AM

Please respond to
<gdm@nebrwesleyan.edu>

To <cic@lincoln.ne.gov>

cc

bcc

Subject Navigator comments

I'm glad there is still time to comment on this situation:

Here are a few things that bug me and are probably already known, but.....

When I first called to ask where the feature went that performs a slight rewind when you hit "play" after you have been "fast forwarding," I was told that that feature was a 'bug' on the old system and that Navigator didn't have it (I see since then they have added it). I wonder if the person was instructed to give that answer?? That would be "planned deception" for lack of a better way to describe it.

Other things that still happen is the switching of stations when a recording is going to start, without prompting you whether you want it to or not. That is real frustrating if you have a show that you may want to rewind and watch part of it over..... Once it switches channels without telling you it's going to, you lose all the previously viewed part of the show.

It also does not record the "on start up" channel when the DVR is off like the old one did.

It is frustrating that a person needs to call to rant and complain to get some type of refund or discount. Some type of discount or refund should be given across the board so those of us that don't find it easy to yell into the phone also get compensated.

Thanks, Greg

Gregory Maschman
Assistant Vice President and Controller

Nebraska Wesleyan University
5000 St. Paul Ave
Lincoln, NE 68504

gdm@NebrWesleyan.edu
http://www.nebrwesleyan.edu/offices/business/busoff/

tel: (402) 465-2116
fax: (402) 465-2565
mobile: (402) 429-3246

Add me to your address book...

Want a signature like this?



"gena marvin"
<genamarvin50@hotmail.co
m>

03/25/2007 07:46 PM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: twc

COMMEMENTS...CONCERNS

TV GUIDE NOT USER FRIENDLY

PAYING FOR MUSIC CHANNELS WE NEVER USE

PAY PER VIEW IS UNSATISFACTORY....MOVIES OUT ON VIDEO BEFORE ON CABLE

DAVE AND GENA MARVIN

email sent 3-27-07



baby genesis
<genismommy@yahoo.com>

05/21/2007 12:51 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: RE: Time Warner

Time Warner needs to get their act together. Subscribers like us pay about \$200 for cable, internet, and phone from them. Not ONLY has the navigator completely hacked us off, we have had issues with our internet and Time Warner's customer service. I called Road Runner 3 times and was on the phone for over an hour last night trying to fix my 2 computers. We kept getting screens that said "This webpage cannot be displayed". Matt and I are not the only ones. Family and co-workers have had the same problem. Just a few weeks ago, Time Warner came to unhook the downstairs apartments cable and unhooked my cable, phone and internet instead. I was able to use my room mates cell phone before he left to call them and they told me it would be a few hours before someone could come out and fix it. I work from home and do a lot of emailing. All of my advertising is done online. I mentioned this and said if someone didn't come out soon, I was going to lose clients. It took almost an hour and a half. I had lost my \$200 client for that morning because he couldn't reach me.

As far as the navigator goes, I am a medical assisting student in college for another year. I also work on-call. I watch a lot of medical shows to help with classes and when I'm not home I record them. This is why I have DVR. For the past few months, shows have been recording ok, but it gets stuck on fast forward or rewind, and freezes for several minutes. I get so frustrated, I just turn off the tv and don't even bother calling. I've been that route and they always say they are working on it and it should be fixed soon. How soon is soon?!? They've been telling us this for months!! Go back to passport or something! I think all Time Warner subscribers need to be re-imbursed for their failed Navigator "project". I think we subscribers have been MORE than patient and deserve more than \$5 off of our bills. Some people rely on the use of the DVR for purposes like school.

Get the Yahoo! toolbar and be alerted to new email wherever you're surfing.



"Gerhardt Jacobs"
<gjacobs@captivealternatives.com>

03/28/2007 01:53 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject FW: Time Warner Exploits Lincoln as Beta Test Site

History:

✉ This message has been replied to.

I sent the following email to Pat Newman and it was forwarded by her to all City Council members on March 5. I am forwarding this email for your perusal.

Thanks,
Gerhardt Jacobs

Gerhardt L Jacobs
VP Communications and Internet Technologies
Captive Alternatives, LLC
402-484-8112
gjacobs@captivealternatives.com

-----Original Message-----

From: Gerhardt Jacobs [mailto:gjacobs@captivealternatives.com]
Sent: Monday, March 05, 2007 9:42 AM
To: 'pnewman@lincoln.ne.gov'
Cc: 'jcamp@lincoln.ne.gov'; 'campjon@aol.com'
Subject: Time Warner Cable Navigator Interface

Pat,

You may remember me from the cat bite situation last August? I don't believe I will be able to attend the City Council meeting today due to prior commitments but wanted to give brief input to the Time Warner situation.

I have done software beta testing and believe that Time Warner has USED the Lincolnmarket for this without our explicit consent because we are a relatively small market without another cable provider with whom they must compete. Sure, we have satellite options, but these have drawbacks that do not make cable and satellite equivalent. Time Warner holds LincolnCaptive as a cable service monopoly and as a result believes they can exploit us to test their poorly designed and poorly coded Navigator program without consequence.

I have two recommendations:

1. Time Warner should compensate their customers in Lincoln for serving as unwilling beta testers for their product development. Time Warner knows that testing the Navigator program on a few employees before releasing it on us is not sufficient to meet scientific standards of software development. Employees are not always going to be honest about bugs and the testing sample is too small to uncover bugs in the software. Such compensation should be in the form of free service or credits while the Navigator software is in beta development—which it is.
2. The city should actively solicit other cable providers such as COX to contract with the city, since Time Warner's contract is non-exclusive. There is nothing like good old fashioned American capitalist competition to improve the quality of services and to bring down costs. It is a truism that "all monopolies create high prices and inferior products." Here, we see this in action, where Time Warner has created an inferior navigation program that costs just as much as Passport, which worked fine. Time Warner can whine about the expense of running a cable service, but this is just another ploy to keep competition out so that they can continue to exploit us.

Please pass this email around, if possible, to other members.

Thanks, Pat.
Gerhardt
Gerhardt L Jacobs
VP Communications and Internet Technologies
Captive Alternatives, LLC
402-484-8112
gjacobs@captivealternatives.com

gerhardt@windstream.net



"Gary Hollman"
<glhollman@yahoo.com>

03/28/2007 01:27 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner cable

I was not able to attend the meeting last night but wanted to contribute to the controversy surrounding TWC.

As a software development professional for many years I know we did not release a beta version (which is what I have been told TWC did) to paying customers without their prior knowledge. Also it is unusually to charge for this as you are asking the customer to test the software in a live environment.

I just ran across this quote from Elon Musk who was the developer of PAYPAL which I am sure had been used by some of you. Here is his quote:

Before software is released, it is beta tested in non-critical applications, where bugs are worked out, before being released for critical applications, although some companies have been a little loose with this rule.

I feel that TWC should be held accountable for this mistake and give each customer who had the beta software some kind of

compensation for problems occurred during this testing of a beta version of software.

Gary Hollman

Lincoln,Ne

glhollman@yahoo.com



"Gary A. Stephens"
<GPSTEPHENS@NWIG.COM
>

05/16/2007 10:26 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner

My comment regards the management and decision making at Time Warner. I am a programmer, but my only service from TW is basic cable, mainly because I read about the problems before I signed up.

They broke the #1 Cardinal Rule of (computer) programming.

Why in the world would they use a "live market" (i.e., a "production environment" if you will) to test a Beta product??

What fool made that decision? Any programmer worth a grain of salt knows that you test Beta designs in a closed environment with your own staff testers. This is Programming 101.

Whoever made the decision to use Lincoln's live market to test a Beta design should be out of a job.

Gary Stephens
6902 Lexington
402-434-8559
402-325-0080



Gregg Culver
<greggc62@alltel.net>

03/26/2007 07:22 PM

To CGuillaume@ci.lincoln.ne.us

cc

bcc

Subject Re: Fw: Time Warner Cable Performance Evaluation Public Hearing

Have you previously had problems with Time Warner Cable services, including Navigator?

The only issue I had with Navigator was when they did the upgrade in early February to fix the problems caused by the first upgrade. You have my information on that issue. My high definition box just keep cycling through numbers and letters. I couldn't get anyone to come look at it until a week and a half after it happened. I didn't have access to the local hd channels for a week and a half. When I went and got a new hd converter box I was not offered compensation. It probably wouldn't have been much anyway, since I pay \$7.95 a month. Are you currently having problems?

No, I am not currently having problems.

Have you had customer service problems?

Only when I had the converter box trouble. Everything is fine when things work, but when you have problems then you have to hope you have a job where you can wait for them on their schedule not yours.

Have those problems been adequately dealt with?

Yes, because I was sick and went all the way across town to get a replacement hd converter box.

Did you receive fair compensation, or what do you believe would be fair compensation?

As I stated before no compensation was offered. Since it wouldn't be probably more than a dollar or two it isn't that important.

Another issue, I don't understand why I have to subscribe to the digital cable tier to get the rest of the hd channels. I don't feel like I need to add over 200 channels that are worthless to me to get the 5 or 6 hd channels I would like to have.

The cost difference is ridiculous and TWCL is wonderful about adding worthless channels or features and raising their prices. In 1994 I paid under \$30 a month for the same service I get now (although there were less channels and no hd). Today, I pay over \$69 a month. The only reason I haven't changed over to the satellite companies is that I really don't want to have to have a dish sitting on my roof.

Thank you for your time and interest in this matter and I thank Councilman Cook for taking TWC Lincoln to task for their recent problems.

Gregg Culver
2037 Connor Place
Lincoln, NE 68505



Cheryl
<greshamgirl@mac.com>
05/16/2007 10:50 PM

To: cic@lincoln.ne.gov
cc
bcc
Subject: Time Warner

If you have digital cable and DVR you have had problems with navigator. The calls for returning to passport seem unrealistic as navigator appears to offer some additional features. I agree with other comments I've read in the paper that it doesn't seem to be as easy to use but that is probably because of added features and we will all get used to it.

I believe that Time Warner should step up to the plate and offer compensation to their digital and DRV customers. I don't believe that you should have to call and complain in order to receive compensation. Rewarding the squeaky wheel and not the patient customers who tried not to call every time something didn't work correctly so that they could actually work on resolving the problems seems unfair.

Cheryl Ferree



"gloria stengel"
<gstengel@neb.rr.com>

03/28/2007 09:01 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject DVR

I've repeatedly had trouble with programming with my DVR through Time Warner. I can't eve recall the endless times I've called with problems. Just recently, it didn't record a show that I had programmed to record and was looking forward to watching it and it failed to record. I didn't call Time Warner because of the time it takes to call them so many times.

I hope something beneficial comes out of these complaints.

Gloria



Harry Flaxman
<hflaxman@earthlink.net>

05/16/2007 12:08 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Cable Suggestion

I have been using the new service since it's inception without problem. I think that people are too money hungry over this whole thing.

H. J. Flaxman
3501 NW Palm Ct.
Lincoln
68521



"Howie and Liz Miller"
<hmliller@neb.rr.com>

03/27/2007 10:37 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner

We are among the many, if not all customers, who have experienced problems with DVR service. We have had all the same issues as the other customers.

First of all, credits are allegedly being given to those customers who have called in. Calling Time Warner during a problem can be very difficult. I spent a lot of time calling Time Warner only to get a constant busy signal or put on hold only to be cut off. ALL DVR CUSTOMERS DESERVE SOME SORT OF CREDIT.

Although problems have decreased, there still are moments when we have a sudden rebooting. I simply don't have the time or patience to keep calling them. Everyone we know with a DVR has the same problems.

If we are in a "test" area, we should have received discounted services until they were sure that this new system was up and running, problem free.

Thank you,

Liz Miller



"Julie Sipp"
<hottie_julie@msn.com>

03/28/2007 11:36 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Cable

To Whom it May Concern,

I am very unhappy with the new DVR service that has been provided by Time Warner Cable. It randomly decides to not record scheduled shows, freezes for no reason, and it is slow among other things. In my personal opinion it is a tremendous downgrade from the previous system and not worth what we have had to pay for it. We went out of town from March 6th to March 19th and the DVR list was empty. When we returned we found that the DVR had stopped recording shows on March 9th. With about 5 shows on the list, for no apparent reason it just decided to stop. This is just one of numerous problems we have experienced with this new system. Please fix it or go back to the old system that worked fine and at the very least apologize to all of your faithful customers who have put up with this nonsense for so long.

Sincerely,
Julie Medina



Huskrsue@aol.com
03/31/2007 04:03 PM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: Time Warner

I am one of the people who had trouble with Navigator and contacted Time Warner. The company was very responsive. They gave us some free service and helped us through our problem. Now things seem to fully corrected. At this point we are very happy with Navigator and happy with the way Time Warner has handled this.

Thank you--
Susan Stuart

See what's free at AOL.com.



"HD Wiedeman"
<hwiedeman@neb.rr.com>

03/28/2007 03:16 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject the new navigator & Time-Warner

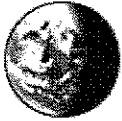
I have had to call numerous times. The city of Crete has had a few outages and when called people were told that it was a problem in Crete's electrical lines!!! Not the case.

(I know this because I am a city council member) I

am trying very hard to learn the new system, but it is certainly not as easy as before. We have had Dish Network and didn't like it because of the effects of wind and storms on the reception. Now we are totally with Digital, et al, tv, phone and internet.

Hope something is done soon or I say they should give credits on all digital customers bills until things are fixed.

Karen K. & Harley D. Wiedeman
2206 Linden Ave
Crete, NE 68333



MICHAEL GLEASON
<ihuntne@yahoo.com>

05/16/2007 08:37 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: TIME WARNER

I HAVE WRITTEN ONCE BEFORE AND TIME WARNER DID CALL ME AND OFFER SOME COMPENSATION BUT I TURNED THEM DOWN BECAUSE I THINK THAT ALL CUSTOMERS SHOULD BE COMPED THE SAME SO I HOPE YOU LEAN IN THAT DIRECTION. IM NOT NORMALLY A COMPLAINER AND THERE ARE PROBABLY THOUSANDS THAT HAD TROUBLE AND DIDNT SAY ANYTHING. PLEASE DONT LET THEM OFF THE HOOK FOR THIS. MICHAEL GLEASON

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<http://answers.yahoo.com/dir/?link=list&sid=396545433>



MICHAEL GLEASON
<ihuntne@yahoo.com>

03/28/2007 09:33 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: CABLE

ADVISORY BOARD,
JUST WANTED TO GIVE MY THOUGHTS ON THE CABLE
PROBLEM. I TOO HAVE HAD MANY PROBLEMS WITH MY
SYSTEM AND HAVE NOT CALLED ANYBODY. IVE DEALT
WITH TIME WARNER BEFORE AND I JUST SAVED MYSELF
LOTS OF GRIEF BY NOT CALLING THEM. IT SEEMS TO BE
A BIT BETTER THAN IT WAS BUT STILL NOT WHAT IT
SHOULD BE. THE OLD SYSTEM WAS MUCH BETTER. I KNOW
THAT WE NEED TO MOVE AHEAD WITH BETTER TECHNOLOGY
BUT IT MUST BE PROVEN BEFORE WE INSTALL IT. I DO
THINK THAT CABLE VISION SHOULD GIVE EVERYBODY
SOME SORT OF REBATE AS WE ARE PAYING FOR A SYSTEM
THAT DOESNT WORK. THEY KNOW IT WASNT READY WHEN
THEY INSTALLED IT BUT WENT AHEAD AND DID IT, MUCH
TO THE DISMAY OF ALL THE LINCOLN USERS. JUST
WANTED TO VENT BUT I DO THINK THAT CABLE VISION
SHOULD STEP UP TO THE PLATE AND MAKE THINGS
RIGHT. MICHAEL GLEASON, 2301 WINDING WAY, LINCOLN
NE 68506

We won't tell. Get more on shows you hate to love
(and love to hate): Yahoo! TV's Guilty Pleasures list.
<http://tv.yahoo.com/collections/265>



"Geri \\\(Geel) Powell"
<imgalso@yahoo.com>
03/27/2007 09:34 AM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: Time Warner Cable

History: This message has been forwarded.

Just last night we had to reboot again. My husband said he had to do this twice last week.

I am still not pleased.

And I really miss the "day" option on the remote that navigator had, now you have to scroll through to get to the day you want to preview, where before you could press the day button and get to the day in a second or two.

I believe, as I read in the paper others do, that some sort of compensation should be recommended, like a credit on the bills.

Geri Powell
6130 Kearney Avenue
Lincoln, NE 68507
402-430-9949

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"Its_Yoshie Nicholson"
<its_yoshie@hotmail.com>

03/28/2007 06:25 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject

Like to give my 2 cents worth on the cablevision issue. Hum lets see, 3 days without a TV. for my Hd one. guess it was the cable box. Second one. not sure cause they don't tell you what was wrong. One half day for them the update cable and connectors in the house. not really sure what was done that day either. No one left anything saying what was done. Had to reboot the cable box how many times. Lost count. Did i mention the quick response to the tv program guide too. Just joking. Its on time delay a lot. so try not to use it to much. Plus the guide is blurry too on the high def TV. Well hope they get it right. Plus yes I do deserve some many back for the 4 days of no use on the HD Tv. plus lets says 8 hours of having to take off work for them since, the time frame is 4 hours of showing up. Bye

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"Michel, James H"
<James.Michel@dhs.gov>
03/27/2007 09:15 AM

To: <cic@lincoln.ne.gov>
cc
bcc
Subject: FW: Time/Warner Cable

From: Michel, James H
Sent: Tuesday, March 27, 2007 8:58 AM
To: 'cic@lincoln.ne.gov'
Subject: Time/Warner Cable

I've been a long time customer of Lincoln Cablevision and have never been more frustrated with the service, specifically the new navigator. I have called several times to report problems, but the underlying software is the basic problem. When I give examples of how it differs from Passport, I don't get much of a response from them. Eventually they tried to pacify me with six months of Cinemax for free.

An example of how this new navigator is less user friendly than passport is in the guide itself. Under passport, if you were in the guide and hit favorites, it took you to that portion of the guide. Under navigator it just takes you to the channel itself and knocks you out of the guide. Many of my favorites were not setup to go to the channel, but with over 300 stations, it took me to a section of the guide quickly. That option of jumping in the guide to certain parts of the listing is now gone.

I was getting N/A often on the guide, especially at 4:30pm each day. It seemed like an upload problem so I called them. I was informed that the problem would be fixed that same day. It seemed like a problem that was known and common, so I felt like if I hadn't called it wouldn't of been fixed. If they know customers are having these difficulties, I shouldn't have to call on a software programming issue. I was told that the new software upgrades/corrections were not out to all users. Maybe they rolled it out a bit too soon.

I echo common complaints of delays, rebooting, and limited information on the guide. I just disappointed that I am paying more for less service. I don't want a dish, so I'm stuck with the problematic navigator.

James Michel
4428 North 7th St. #301
Lincoln 68521



<jb53751@windstream.net>

03/26/2007 09:26 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner Hearing

History:

📧 This message has been forwarded.

I won't be present at the Time Warner Hearing, but one thing I would like to see changed would be to have a better break down of available channels between the Basic Service and upper channels.

I have the DVR and love it and probably wouldn't get rid of it unless the price gets too high. When you take the DVR you have to take a lot of the upper channels which I never even watch and that makes the price pretty expensive. Being retired and on a limited income I wish you could have the DVR with fewer channels required at a lower price. Think about it you can only watch so many channels - one main and then perhaps one in Picture in Picture feature.

The prices are too expensive with Time Warner!!!!

Please consider this suggestion.

Thanks,

Janice L Buchholz
7000 Carol Circle
Lincoln, NE 68505-2518

402-489-6285 jb53751@windstream.net



"Jeff Crane"
<jcrane@neb.rr.com>
03/28/2007 01:00 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Comments about Time Warner for Cable TV Advisory Board

I am writing to the Cable Television Advisory Board because I believe that the problems with Time Warner run far deeper than the "Navigator" programming guide.

To be sure, the "Navigator" is horrendous. Navigator is drastically inferior to its predecessor, "Passport" in multiple respects. The guide now must re-boot after each 24 hours of information. Passport held up to 72 hours before re-booting was necessary. Navigator is lucky to hold five total days of information, Passport always held seven. Navigator forces you to move FIVE channels at a time through the guide. Passport let you go 100 channels at a time. Navigator presents everything in a horrendous blue coloration. Passport let you choose from among five or six color choices. And, of course, the software just doesn't work properly. I set my digital box to give me the time when the TV is off. But, it ALWAYS gives me the last channel viewed, even if that was days ago! Now, some of these things are more important than others. But what is most galling about this is that our monopoly provider has made this momentous change just so they can sell us more stuff. Also, remember that no prices have come down as a result of all of this. Still, the Navigator mess is just the "tip of the iceberg" of Time Warner's insensitivity and unwillingness to value its consumers in the least. After all, it is a monopoly which has received virtually no oversight from the city of Lincoln for decades. Why should they provide quality service?

This insensitivity extends to programming choices. Several years ago, we were told that negotiations were underway to add ESPNU to the lineup. Has this ever happened? NO! Time Warner does not want to pay Disney what it wants. So, the customer just does without. Forever. We still do not have the NFL Network. Same thing, Time Warner will not pay the NFL. Now, we will not be able to subscribe to Major League Baseball Extra Innings because InDemand (partly owned by Time Warner) will not pay MLB what it wants. Now, in a competitive market, Time Warner would "bite the bullet", pay a little bit more for these properties and keep its customers happy. But, Time Warner DOESN'T HAVE TO WORRY ABOUT ITS CUSTOMERS. So YEARS go by and we NEVER GET THE PROGRAMMING!

Make no mistake, THIS WILL NEVER CHANGE. For this to change, one of two things must happen. First, Lincoln could find a way to introduce competition into the market. Don't you think that Lincoln and Omaha could get together so that BOTH Cox and Time Warner were offered in BOTH cities. After all, Windstream has NT&T as a local competitor now. But, in the rare air of monopoly-based cable TV, there is no need to serve customers. Alternatively, Lincoln could actually exercise OVERSIGHT over Time Warner. Absent competition, playing hardball with Time Warner is the only way that this might ever change. Sadly, I don't expect Lincoln to do anything about any of it.

Jeff Crane



"Cervantes-Salomons,
Julie"
<jcsalomons@hbbbs.org>
05/15/2007 11:55 AM

To <cic@lincoln.ne.gov>
cc
bcc
Subject Reimbursements to consumers

History:  This message has been forwarded.

I would ask that all consumers of TWC's navigator and DVR service get equal reimbursement if, in fact, any reimbursements are made.

I know TWC has said they were considering these on a case-by-case basis before- if people had called in. Frankly I don't have any more time to waste on TWC than I already do waiting for my Navigator to work by calling them. I haven't spoken with anyone who has not had trouble. But if we all called them their system couldn't handle the volume anyway.

Also, as the leader of a local non-profit who has received some funding from them, I do not feel I can raise a stink without my agency potentially being penalized by them. This exact issue came up at a marketing seminar in the last week or two where Ann Shrewsbury mentioned getting a terse correspondence about bad service from someone they funded. The fact that she mentioned this in a public forum tells me doing so could hurt us. Thus, it seems unfair to only reimburse those able to complain. Everyone has suffered.

Please do not use my name with TWC. I just wanted to express my thoughts on this issue.

Julie Cervantes-Salomons



"Jessica K"
<jesicanne@hotmail.com>
03/28/2007 08:23 AM

To cic@lincoln.ne.gov
cc hogueam1@yahoo.com, hogue100@gmail.com,
kara.repenning@cune.org
bcc

Subject Concerns about new guide

March 28, 2007

Time Warner Cable
To Whom It May Concern:

I, too, would like to go on record to express my disappointment and concerns with the new "navigator". My main complaint is that despite following all the suggested guidelines and suggestions provided by Time Warner, even after I had reprogrammed all of shows I would have liked to have recorded by the DVR, they did not record. For someone who has a busy schedule and is only able to watch shows after they have been recorded, this was extremely frustrating and disappointing. It took repeated programming and over a month until all of my shows were again being recorded.

Additionally, I have found there to be problems with the "fast forwarding". Previously, you would be able to stop when you saw the show coming back on, and the computer would back you up to that spot exactly. Now, you merely fast forward a few seconds into the show, and you have to manually rewind it to be back where you want to be.

The guide offers less information on a program than it previously did, which is not helpful when you are trying to determine whether or not to record a show or watch a show.

Generally, the whole new system seems antiquated and slow, despite it being touted as "new and improved". It may seem new and improved to the company, but to the end users, it is not.

I would urge Time Warner to either improve their new system to make it better than, or at least as good as, the previous one, or to give consumers the choice of returning to the old computer program.

Thank you for your consideration.

Sincerely,

Jessica Kolterman
2444 C Street
Lincoln, NE 68502



"julie pearson"
<jewels-babe@hotmail.com>

04/02/2007 07:49 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Please help me resolve these problems

History:

☞ This message has been forwarded.

This is Julie Pearson, I was hoping that you could help me resolve some issues I have with Time Warner cable. I hope you don't mind that I contacted you directly but I just need to get to the bottom of all this. My sister (Jennifer Pearson) says you have been very helpful to her.

I have had a long frustrating experience with Time Warner. I can't even tell you how many times I have called in and it really hasn't been too helpful. My DVR has been a very difficult thing to have. There are a couple of problems I am having with it. For one, it stops recording my series and I miss out on my shows, when I called they told me to go back and stop all the series recordings and record them again. Well that is a problem for me because it is very time consuming, and hard to remember what channels and times my shows are on and even the ones that I intentionally recorded in the first place. Secondly, even more frustrating, once you go to list to pick what recorded shows you would like to watch, it freezes up and I have to wait minutes just to go down one notch. Very, very, very time consuming. Sometimes it doesn't even ever move.

When I called about that they told me to actually reboot the whole thing. I am sorry to be venting to you but I am very frustrated. I got the DVR to save time and to be there at my own convenience, but it has not. I do not see the value in paying \$140 a month for internet, cable, DVR, when it is this hard just to use it and watch it.

I have been a loyal customer to Time Warner for quite some time and would like a little help...PLEASE!!! If things don't get resolved, I am very tempted to take my business elsewhere, I feel as though I have wasted my money on this crap. Again, I am so sorry for taking it out on you, I'm just very frustrated and am tired of not getting any issues resolved! Is there anything you can do? Please email me back:
jewels-babe@hotmail.com

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"Joey Gregg"
<jgregg@oaconsulting.com>

03/27/2007 01:09 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner Meeting

I am writing to complain about Time Warner's new navigation program. I will not be able to attend tonight's meeting as I will be out of town, but I would like my voice to be heard. I have had Time Warner in my house going on 8 months now, the Passport guide that Time Warner had before was great and I had no problems with it. Ever since Time Warner has switched to there own Navigation system I have had nothing but problems. I have to unplug and reset my digital receiver that I have, because the guide system is always freezing up, and says that N/A for all programs on all channels. Also on my digital video recorder (DVR), it is missing new programs that I have set to record at regular recordings. In other words I set the DVR to record a series (i.e. Prison Break), and this DVR with the new Navigation program guide is always missing to record the new program that is showing that night. I never had this problem with the Passport guide.

In conclusion I think the city needs to look into the service that Time Warner is offering, and the outrageous prices that they charge. I am willing to pay the price that they are charging, but in return I expect to get a good service that is worth the price. At this point in time I do not think that Time Warner is giving us; the people of Lincoln, a good cable service for the price that we are paying. I hope the city counsel does take a step forward in fixing this problem that we all are having.

Sincerely,

Eric Nelson

1828 Boston Circle

Lincoln, NE



"jhogg"
<jhogg@neb.rr.com>
03/26/2007 08:16 PM

To <cic@lincoln.ne.gov>
cc
bcc
Subject Re: Time Warner Cable Performance Evaluation

Good day,

I will not be able to attend the public hearing, but wanted to send my comments to you. These are the questions that were posed to me in an email:

- 1) Have you previously had problems with Time Warner Cable services, including Navigator?
- 2) Are you currently having problems?
- 3) Have you had customer service problems?
- 4) Have those problems been adequately dealt with?
- 5) Did you receive fair compensation, or what do you believe would be fair compensation?

The answers:

1) Yes – I have had numerous problems, as outlined in an email sent to Time Warner and to the City Council on March 5. Many of those were Navigator issues – and I addressed them in three categories: 1) Things that did not function properly at all; 2) Things that no longer function as they did with the old Passport software; and 3) Features that would be useful to make the software and TV viewing better, in my opinion. I did receive an email reply from TW within 15 minutes of my complaint, which led to a 45 minute phone call with Ann Shrewsbury within 48 hours, and an in-home visit from 2 TW employees.

2) This is slightly more difficult to answer. I would say my "problems" today are really more about not having features that were in Passport that are no longer in Navigator. TW representatives were very willing to hear all of my complaints and ideas and what I liked and did not like about the new software. The actual problems that I had been having since December were fixed within 72 hours of my complaint, and my television viewing has been much improved. So, technically, I would say it all works, although there are certainly features that I miss from the old software that I would like to see restored. I believe that future updates will offer some of these features.

3) I have had customer service problems dating back to December 2006, all of which were outlined in my March 5 email to TW, and all of which were addressed verbally in my call with Ann Shrewsbury. In my opinion, she took my problems very seriously and seemed to have a genuine sense of urgency to remedy my issues. She did apologize for earlier lapses in service, and again, 2 live people were in my home within 4 days of my complaint, and all issues that could be fixed were fixed.

4) I would say the answer to this question is Yes. Again, there are certainly features that I miss from the older software, and I have one minor lingering hardware issue that involves compatibility between my A/V system and the cable system. Admittedly, if I were to change my wiring to an older type of connection than what I presently use, that compatibility would most likely be fixed.

5) I have been told that I am receiving compensation, but have not witnessed a bill yet since my complaint the week of March 5. I have every reason to believe that the compensation will be there, and I have an open invite from Ann Shrewsbury and one other employee to call at any time should I have further problems or issues.

I think they are making and have made a very solid effort at TW in the last month. If I could wave a magic wand, I would go back in time and wish for the changeover to be done in a different way; however – the service is on, they've been receptive to my complaints and input, and they have fixed everything that can be fixed at this point in time. I have multiple people that I can contact directly for help, and everyone has seemed very genuine in their efforts to resolve my problems. The wheels to do so were set in motion before the city council agreed on a performance review, so I don't think that is the sole cause for the remedies.

Final thoughts, although unsolicited:

I do eagerly await further Navigator software enhancements, so I can have a similar experience in my viewing that I had prior to December, and to me that is much more important than monetary compensation. As a paying customer, I think the minimum expectation should be that I am getting what I used to get since I am paying what I used to pay. If in 6 months, there is no improvement in the service from where it is today, my opinion may (and most likely will) change. I am very willing to give them some time. If they had asked for volunteers in the beginning, I would have raised my hand to volunteer.

As an owner and user of HD technology, I would absolutely like to see more offerings on that front, including several channels that are currently available on satellite today. As a sports enthusiast, I would absolutely like TW (corporately, this has nothing to do with the Lincoln office) settle their disagreement with the NFL about their network. I would like to see multi-room DVR availability. As I pointed out in my letter to TW on March 5, I absolutely want to remain a customer, I just don't want to feel like I am paying a high premium to do so.

I have been more than pleased with their responses to me since March 5, and am happy to report that they've fixed my immediate concerns. I hope that sense of urgency remains over the coming months.

Thank you for the opportunity to answer your questions. I would be glad to offer any other input that you may deem helpful.

Jim Hogg
Lincoln 421-9722



jhohensee@neb.rr.com

03/28/2007 01:51 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Timewarner Cable problems

Good Afternoon,

We have been having problems off and on since December.

We only have HDTV, and Digital cable.

Since the conversion, we had problems with our screen size on the HD stations, they came out to the house, and did not know how to fix it, then they came back and gave us a new control to hit a button manual to change the ratio size.

Then the boxes, and we have 3 started locking up, and rebooting on their own, they replaced two boxes.

We are still have problems with our TV Pixulating, (Fuzzing out) which this TV is only a month old, and we had the same problem with the old TV. Called them, and they said everything is fine. Talked to Schaefer's, and they advise us on what questions to ask them. I think they should know that we have a signal problem, even though they say we don't

Also what has changed is the description of shows, and who stars in them. If we would want to mark a show in-advanced it would take 30 minutes

I keep calling, and waiting for it to be fix. They last time I talked to someone, they acutly laugh at me while my husband was yelling in the back ground.

Fine customer service we have.

I pay \$230.00 a month, for my phone, cable, and RoadRunner. They offered more TV Stations for a credit for one month, but we have all the stations we want, they did credit us back once.

Joy Hohensee
3800 SW 16th
Lincoln, NE 68522



"Metschke, Jim"
<Jim.Metschke@ps.net>
03/26/2007 10:12 AM

To <CGuillaume@ci.lincoln.ne.us>
cc
bcc

Subject RE: Time Warner Cable Performance Evaluation Public Hearing

History:

➡ This message has been forwarded.

I will not be able to attend the meeting, but here is my feedback.

1) The only issue I had with Time Warner was quite some time ago, when I was still married and they called me up on a Saturday morning to set up installation and I told them that we were not subscribing to cable and the Lady tried to go around me after I said NO, to talk to my wife and convince her to have cable installed. Otherwise, I had no problems until my box top started rebooting itself in October/November. Just so you know, Friday night when I got home to watch NCAA basketball, I turned on my cable and it made me power off again. Took over 20 minutes and I missed the beginning of the games.

2) Currently the only problems are that I have to power off-on again last Friday, and during some options of Navigator, the screen goes black. I usually have to shut the box off and turn it back on.

3) No customer service problems for the most part.

4) I did leave them messages about the problems numerous times and no one ever got back to me.

5) I have received nothing. Personally, I believe a service provider should provide a good product. When it is not good there should be some sort of restitution to keep my business or keep me coming back. The problem is that Time Warner is the only cable option in Lincoln and unless I want to put up a dish, I have no other choices. I would like to see reimbursement at a min. of 1/2 of the cable portion of my bill. My internet connection was never affected.

Appreciated,
Jim Metschke
5435 Wilshire Blvd.
Lincoln, NE 68504-3354
402-202-5466
metschke@ix.netcom.com

Accept as good whatever happens to you or affects you, knowing that nothing happens without God.
-The Didache

-----Original Message-----

From: CGuillaume@ci.lincoln.ne.us [mailto:CGuillaume@ci.lincoln.ne.us]

Sent: Monday, March 26, 2007 9:53 AM

To: will_k@cornhusk.net; tvtt@neb.rr.com; mkenny55@gmail.com;
kent.plummer@bkg.ne.gov; cneemann@dobsonbrothers.com;
jamesone@inebraska.com; ggulland@aol.com; carriepetr@gmail.com;
ryan.kearney@piusx.net; mjt5636@nebrwesleyan.edu; sidhe3333@cs.com;
rladams@alltel.net; dmcentarffer1@neb.rr.com; treaa@allstate.com;
dan.showalter@gmail.com; davepatrick31@msn.com; jamespiippo@yahoo.com;
ggifford@unlnotes.unl.edu; dstoehr@neb.rr.com; michael.sawyer@licor.com;
bfocken@neb.rr.com; Metschke, Jim; kevinc@radiks.net;
jason.agee@hhss.ne.gov; ryan.t.holt@gmail.com; davezeplin@yahoo.com;
kj1139@windstream.net; sinjon45@aol.com; mh41243@alltel.net;
jlytton@gmail.com; ssorensen@smithhayes.com; danmatousek@msn.com;



"Jenkin, Jon"
<jjenkin@bchhc.org>
03/28/2007 08:23 AM

To <cic@lincoln.ne.gov>
cc
bcc
Subject Time Warner Complaint

I have been a subscriber to Time Warner in Lincoln for about 4 years now, and 4 years in San Antonio before that. I have heard the reason for the change was to be able to run newer programs, more HD programming and the caller ID. I'm it was brought in house to save money. I have been very frustrated with this transition.

My cable bill monthly runs about \$200. This seems to be a lot of money for even a great product, but we are paying for a poor product. Instead of rushing this programming nightmare to the market, why didn't TW test in house until all the known bugs were fixed. When I called to complain about it, they told me they were well aware of all the bugs and that they were working on them.

If we are the lab rats for their products, shouldn't we get a reduced price for the service? Hell, pharmaceutical companies actually pay their test participants.

I didn't list the specific problems I have because they are numerous. Because we are locked into this cable company, they need to step to the plate and take care of their customers. At this point in the game, I believe the only way is to give discounts for the time that SE Nebraskahas been the "test market". Please put the pressure on them.

Jon Jenkin
Director of Environmental Services
BeatriceCommunityHospital
Ph: 402-223-7337
Fax: 402-223-6704
Email: jjenkin@bchhc.org

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Jessica G Jones
<jjones12@unlnotes.unl.edu
>

03/28/2007 12:22 PM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: Time Warner Complaint

I have been a Time Warner Cable customer for the past two years. I didn't have any problems with the service until they switched to the new Navigator Programming Guide. When the switch happened all of the programs I had recorded on my DVR were erased, which really upset me since I had been traveling for work over the past two weeks and was looking forward to coming home and catching up on my favorite series. I contacted the company about the problem and nothing was resolved, their only solution was to offer me Showtime, Cinamax or HBO for a few months, which I declined and drop the charge for my DVR that month. The new programming guide is extremely difficult to navigate and completely not user friendly. Many times it is unresponsive. Also, searching for upcoming programming is extremely difficult since you have to keyboard search for almost anything.

Jessica G. Jones



"Lynn Kemper"
<jkemper@neb.rr.com>
03/29/2007 04:00 PM

To <cic@lincoln.ne.gov>
cc
bcc
Subject Cable Television Board

To Whom It Concerns,

I am sending these comments in regards to Time Warner Hearing which you recently held. I am very disappointed in the new system Time Warner has chosen to force on us. Since they have placed their new system in service, the quality of our television view has diminished by 50%. We lose our cable system completely, our cable boxes lock up and have to be rebooted repeatedly, our ability to record shows on our DVR only works about 50% of the time. When we call Time Warner about these problems, they are not able to recommend anything except to replace the cable boxes or to reboot them.

We have missed many of our shows due to the cable going down, or when we have recorded shows, we miss them due to the recorder portion not working.

Time Warner needs to go back to the old system they had until this systems problems can be corrected.

I also feel Time Warner needs to reimburse its customers for the lost shows everyone has suffered.

Thank you for your time and consideration in this matter.

Lynn and Judy Kemper



"jill lowery"
<jlowery0405@hotmail.com>
03/28/2007 07:13 PM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: Time Warner Cable

E-mail regarding time warner cable and the program guide. We have had problems with the program guide as well as the controller to the DVR system. You try and select certain channels on the guide and it will fail. You try and record different shows and it will fail. It got to the point where we had to manually change the channel up and down and not use the guide. We contacted Time Warner Cable and they neglected to try and help us with the problem. They said that the whole thing was weird and they were not sure what the problem was. We have been VERY unhappy with the new time warner system. Thanks

Jill Lowery

Exercise your brain! Try Flexicon.



Jolene Schwaninger
<jodesc5@yahoo.com>

05/19/2007 02:51 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner DVR comments

Cable TV Advisory Board:

I have been a full time software tester for more than 10 years. Currently testing for 4 different product development companies.

The Navigator product should have never been released for sale to the public. Initial problems since service was added 1/25/2007:

- 1) Frequent DVR lockups
- 2) TV screen changing size to 1/3 of original
- 3) Blank screen
- 4) Toggle between good picture and blank screen
- 5) Very slow channel switch rate
- 6) Record or watch different channels but never at the same time due to lockups

At first I thought these problems may have been due to a weak processor and not enough RAM in the DVR, but as quality has improved, I believe this not to be the case.

These patches have definitely improved the quality of Navigator however:

5/19/2007 current issues:

- 1) Screen toggle between good and blank picture by recording and switching channels at the same time.
- 2) Very slow channel switch rate.

I have heard that we the public are Navigator Beta testers but this cannot be true because Beta testing sites are not charged for products and the software has not been released for sale to the public. Software this bad should never be sent to a Beta site as these sites are always potential buyers.

I believe strongly that all customers should have 100% compensation until this product is solid. Customers should have the option of requesting Passport.

Was told today from Time Warner Customer Service that DVR's are updated once a week (a very good thing if true) yet have only been notified twice about updates via telephone messages since 1/25/2007 when service was added.

Still believe that eventually (6-12 months?) Navigator can/will be a good product.

Sincerely,
Dean W. Schwaninger

Finding fabulous fares is fun.

Let Yahoo! FareChase search your favorite travel sites to find flight and hotel bargains.



Joey Evans Hartman
<joehartman@neb.rr.com>
03/27/2007 03:45 PM

To: cic@lincoln.ne.gov
cc: Steve Hartman <steve.hartman@cio.ne.gov>
bcc:

Subject: DVR

History: This message has been forwarded.

To Whom It May Concern:

I sent a lengthy e-mail to Time Warner expressing the following complaints shortly after the new Navigator was put in place. No one ever responded to me. I will relay my concerns here hoping it will make a difference.

The system gets "clogged" or overloaded easily. For example, last night I realized a series I wanted to record was not recording (even though I had it in my Series Manager list to record). I started to record it. Then I realized it was on in high def. so I stopped the recording and went to the high def channel to record. When I started recording this channel, I checked the list and realized it was not recording another show, 24 that it had been recording earlier. I pushed record to get 24 recording again. I went to the list to see it was recording Dancing with the Stars on two channels as well as 24. I tried to go to the list to again cancel one of the Dancing with the Stars and it would not bring up the list. On the Guide, it highlighted THREE shows saying they were all recording. I did not want to stop and reboot because I was afraid I'd lose one of the two shows I wanted to see. The controls had frozen. We had to wait until the show we were watching was finished so we were sure we'd get to see the end. Then we had to turn off the system and reboot it to get the LIST controls to work again.

The picture size won't stay full screen if you fast forward, or pause, or reverse. You have to go in each time you use one of those commands and re-size the picture.

The fast forward doesn't re-wind slightly when you stop it (which the old system did beautifully). I always have to reverse when I've fast forwarded because it goes too far forward and doesn't back track a little when you press play.

When you highlight a show on the recorded list and choose to play it; if you stop it to view a program in progress, it doesn't always highlight the show you were just watching on the list. If you don't really read the title, you will delete a show you didn't want to delete.

On the previous system, if you were watching a certain channel, let's say channel 11; you could watch something on your list and when you finished watching your listed show, channel 11 would have been recording that whole time and you could go back and see what you missed while you were watching your pre-recorded show.

The information on each show is still incomplete. You press info for more info and it's still incomplete and doesn't give the full information.

The Search feature is not intuitive. On the old system, you'd just start to type in the title and it would start guessing for you, thus saving time from typing the complete title of what you want to find.

We watch a lot of television and we have experienced countless frustrations over the above issues. As I said, I sent all this to Time Warner many weeks ago and never got a response. We feel we should be getting a credit on our bill for all the months this Navigator has been in use.

The prices we pay Time Warner are outrageous because there is no competing cable company. We continue to seriously consider moving to satellite TV.

Thank you for your time and consideration.

Sincerely,
Steve and Joey Hartman



johnsonjb
<johnsonjb@neb.rr.com>

05/16/2007 05:03 AM

Please respond to
johnsonjb@neb.rr.com

To: cic@lincoln.ne.gov

cc

bcc

Subject: Cable Concerns

As the committee brings forward its final report, I wanted to provide a few thoughts:

1> I am concerned that all digital cable customers are treated fairly. According to the articles, Time Warner has been making payments and or crediting some customers already. I complained early on, and was not offered any compensation for it. I have just had to put up with the substandard graphics, the loss of key Passport features, the failure of programs to record properly, the freezing of the picture (pixilizations included) or breakup of the video stream, the sudden rebooting of our equipment, inconsistent downloads of software, and all of the times that I've had to reboot the system by unplugging it from the wall. It is not fair when some, who have more time to complain, get compensated by Time Warner; while the rest of us who have just resigned to the systems faults get nothing.

I am not looking for a huge windfall from this, as it is hard to put a dollar amount on the amount of suffering that each customer endures, but I am aware that the company could be providing more services for what we are paying. I would like to see Time Warner give us more programming- especially in the HD tier. (I am seriously considering moving to dish to pick up all of the HD channels that is part of their HD Tier.) More channels, without having to pay extra for them would be a huge boost for the customer, and a fair way for Time Warner to make things right to all customers who buy Digital Programming. Since they have set the precedent for paying money to some, it makes it difficult to establish a fair standard for all, though.

2> I would like to see the council ensure that when the contract for cable is up, that there are at least 2 providers available to select from. It is done in other towns and cities across the country. It would force competition between providers and to give the consumer a choice if they are let down by their current company.

3> I am not attacking Time Warner for certain aspects of their service. I am extremely pleased with their Road Runner internet service. I have found it to be very reliable, and have had very minimal disruptions over the past few years. I have also had excellent response by their service personnel for the few times that we have had them to come out and fix or set up service for us. It is unfortunate that they are tarnishing their image by not truthfully coming forth and telling us that we (TW customers) are part of their beta testing. If they would have, right from the start, said that we are going to be trying out our new software, and here's 5-10 free channels for no additional charge for your help with this, they would not be facing the firestorm that they are now.

Jeff Johnson
5421 W Aurora St.
Lincoln, NE 68524



"john orwen"
<jorwen@neb.rr.com>
03/27/2007 05:03 PM

To <cic@lincoln.ne.gov>
cc
bcc
Subject Time Warner Cable

I have been a cable tv subscriber in Lincoln for over 30 years. I have seen the Cable TV system in Lincoln evolve from a 12 channel problematic system to what it is today. I subscribe to the complete package from Time Warner Cable, the high speed Roadrunner Internet service, the digital phone service, and the digital expanded package with a HD DVR. Not only am I extremely pleased with what I receive for what I pay each month, I feel like the cable company Time Warner should be praised and NOT criticized.

Yes the cost of what I subscribe to is high but I feel like I am getting what I am paying for. I do not live in a perfect world and I do not expect everything I pay for to be perfect. Wouldn't it be so nice if every version of the Microsoft computer operating system was immediately perfect right out of the box. It to date has never been and never will likely be. Just go out and buy the new Vista operating system and install it over the top of the existing system on your home computer. Good luck. It is not user friendly at all.

I am happy that Time Warner takes the initiative to extend the latest technologies to it's customers without prior price increases for them. I am very happy with the DVR I subscribe to and the user friendliness of it. I am extremely pleased with the digital phone service and am more than pleased with the new Caller ID that appears on the tv screen I am viewing. No longer do I have to answer the phone when politicians are calling to bother me. The clarity of my phone system has never been better than it is now. I was very pleased when I called Germany and talked for 30 minutes and the cost was next to nothing on the phone bill.

The new Navigator did not work completely in my home but within a few days an upgrade was automatically uploaded to my cable converter and now it seems to function quite well and I find it easy to use.

Since the price of my monthly cable bill has not gone up recently, I am quite happy to have Time Warner keep tweaking the system until they feel they have it where they want it to be.

Come on, give them a break, or does every thing in your life go perfect ?

John Orwen, 1304 Galloway Ave, Lincoln



"Bjorklund, Joyce"
<Joyce.Bjorklund@ded.ne.gov>
v>

04/06/2007 02:42 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Cable Television problems

We have two televisions connected to cable. They were consistently locking up when operating the menu, somewhat like an OLD computer on dial-up. Whenever we called in to report problems, all we got were busy signals, recorded messages, or bogus excuses. After awhile you just give up. Gee! A reduction in complaints! The new Navigator menu is not user friendly. The choices do not relate to managing the chosen programs or series. Don't need a record of what has been watched. Kind of like a "big brother is watching you record" – not necessary. Difficult to find shows or series for upcoming recording. Cannot set parameters for recording shows as we could in the past – that has been drastically reduced! Instead of improving the service and the menu functions, it has been relocated a lot closer to the stone age of functionality. It's too bad we don't have choices on who is our cable service provider. Maybe then the service would improve instead of regressing.

Joyce Bjorklund

Lincoln, Nebraska



"Joyce Thomas"
<joyce.thomas@nebankers.org>

03/28/2007 08:11 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner Comments

I just want to state that I agree with the gentleman that spoke last night that says that people have just given up or are just getting used to doing their own rebooting over and over and over again and have tired of the fight and that we DVR and digital users should be compensated for the reduced services we now have with Navigator. I completely disagree with the Time Warner representatives that say the subscribers just need more education on how to use it. If we were able to use Passport I think we could use Navigator just fine if it actually worked and provided the same or better services. The things I hate about Navigator are that you can only fast-forward and re-wind up to a level 3 with Passport you could go another step faster to a level 4; when you stop fast-forwarding or re-winding with Navigator it stops right where you are but with Passport it would go a couple of seconds further which was nice; the constant need to reboot (both the soft and hard methods); the inability to know if a program is a rerun and that you can't eliminate reruns from series recordings on the DVR; and that it all costs so much more than say Qwest. The one thing I do like is the on-screen caller ID.

BRING QWEST TO LINCOLN!!!! Why should any one cable company have a monopoly?????....this is what you get ridiculous prices and poor services.

Joyce L. Thomas



"Jenny Perry"
<jperry3@neb.rr.com>

03/28/2007 09:46 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner cable

Dear Citizen Information Center:

I was outraged to hear the response of the TW representative on this morning's Channel 8 newscast regarding customer education and the cable problems. She (I don't recall her name) insinuated that customers lack an understanding of how to use the cable system, therefore the customers are at fault when the system does not work properly. This is an outrageous claim. She stated that TW will, over the next few weeks, increase their efforts to educate the customers on the proper use of their system.

The lack of educational material provided to cable customers has been a frustration of mine since 2004. I recall calling the tech support line at least 12 times for assistance. I inquired about receiving a pamphlet or manual to help me operate the system on my own and was told by the tech worker that no such thing existed. I now have a sheet of paper with several random notes and have learned, by trial and error, what (rather meaningless) combination of buttons to push to correct a problem when it develops. I can't count the number of times we've had to reboot the system--what sort of technologically advanced system is this? There are numerous times that we have been unable to access video on demand features, right as we've sat down to watch a movie or a children's program. Eventually, I gave up calling the tech support line, due to sheer learned helplessness or because I could find an answer on my handwritten cheat sheet.

TW Cable needs to stop blaming the customers and take full responsibility for their woefully inept system. They needed to provide educational materials years ago and don't deserve to be applauded for their efforts to do so now, when public scrutiny is high. The city advisory board should recommend that all customers be provided with a refund from TW cable. We have paid high rates for inferior services. If Lincoln had another cable company, I would have switched providers long ago.

Thank you,

Jennifer M. Perry



"Jerry Roth"
<jroth1@neb.rr.com>
03/27/2007 07:35 AM

To <cic@lincoln.ne.gov>
cc
bcc
Subject Time Warner

We have been very disappointed with the new navigation system.
One of the problems has been the need to reboot on a regular basis.
We have experienced most, if not all of the issues that have been complained about in recent newspaper articles.

One of my greatest gripes is if you are late with your payment, Time Warner will tac a late fee on your bill.

Yet there is nothing taken off of your bill if you have a loss of service.

Carrie Roth



Jacque Rush
<jrush@lps.org>
03/28/2007 03:56 PM

To: cic@lincoln.ne.gov
cc
bcc
Subject: Re: Time Warner's Poor performance

To Whom it may concern,
Time Warner's so called improvements have been a huge disappointment.
The cable guide is much worse and less informative then the previous
cable guide. In fact searching for a specific program by title is no
longer possible, like it was "preimprovement". As much as we pay per
month for this service or lack of service, I feel like we should be
reimbursed money until the service is as least at the same level it was
before the "improvement".

Jacque Rush



Dan and Jo Troester
<jtroester@alltel.net>

04/26/2007 09:29 PM

To cic@lincoln.ne.gov

cc

bcc

Subject Time Warner

I really do not believe that this will make a difference.

Aside from my many hateful feelings toward Time Warner and their customer service I must comment on their latest upgrade to their navigator.

At first it seemed like they might have made some headway yet with this latest upgrade once again our box is slow, locking up, and just useless. It is also dropping shows set to record.

You know if I had issues with meeting my obligations to pay my bill Time Warner would penalize me for it. You we have no recourse. It would be nice if my government actually worked for me for a change.

Please force them to make this right.

Thanks



"jojo"
<jwilhelm001@neb.rr.com>
05/16/2007 11:02 AM

To <cic@lincoln.ne.gov>
cc
bcc
Subject Time Warner

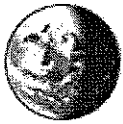
I was so happy to see the article in the paper this morning & the get the chance to vent. I missed the other articles when asked for opinions & always wondered how all the people knew where to write to.

This last Monday the 14th, I realized my DVR was not recording a program that is set to record all shows. Also the pause button would not work. I called Time Warner to report it & he told me that I must have deleted that recording even though when we went through to the next day, it showed it was to be recorded. NO, I did not delete it. If I ever want to delete a program, I have to call Time Warner & have them guide me through the procedure. The guy then told me to sit in front of the DVR & he rebooted it. He told me it would only take a couple moments. I was on my cell phone with him for 35 minutes while this just kept running through the numbers over & over. He finally told me he'd have another technician call me back to straighten out the problem in just a few minutes. An hour went by & I realized that no one was going to call with help so I called Time Warner back. The next technician told me that the first tech shouldn't have told me that & he would send out the first available technician on Wed. the 16th. There's no concern that I'd be without TV for 2 days or that a person would have to take vacation to stay home for someone to come fix their problem. I argued that they should come out that day since they'd created part of the problem right from the office. He finally said he'd try to fix it. He had me unplug the DVR & plug it back in. Sure enough, that solved the problem. I'm so frustrated that the DVR decided not to record my program, the pause button decided not to pause & then mostly the lousy help I got & their solution is to go without TV for a couple days & then have to sit home waiting for them to fix the problem on their time. Needless to say, it took up nearly one hour of my cell minutes & time.

Thanks for listening to our problems. JoAnne Wilhelm

3652 S Folsom
Lincoln, NE.

68522 (402)429-8312



"Jan Wood"
<jwinne@neb.rr.com>

03/28/2007 06:33 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner

We would like to add our name to the list of dissatisfied customers. After contacting TW, however, they are giving us a small discount in cable service, about \$30.00 for one month so far. We didn't complain at first, giving them time to make the transition, but the service is still not what it was with the other program. We are pleased the City Council has finally called them to task for this problem. We have been tempted to change to Direct TV, but are giving Time Warner one last chance to get this right. Thank you for appointing this Advisory Board. We will be listening and watching in interest and hoping we can stop unplugging and rebooting so frequently and get the service we pay for.

Jan and Greg Wood
421 N. Bell Street
Lincoln, NE 68528 (402) 438-7210



Kaleidowolf@aol.com

05/16/2007 10:09 AM

To cic@lincoln.ne.gov

cc

bcc

Subject Time Warner Cable

Please give me back my Passport!! This new system is so frustrating and slow and doesn't give have the program info as Passport. I am shocked that I am paying high dollar for crappy low-grade service. This really sucks!!

See what's free at AOL.com.



"Katie Elsener"
<katieelsener@neb.rr.com>

05/16/2007 07:50 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner

The expensive service we receive from Time Warner Cable is unbelievably bad. The equipment rarely works correctly and, when we have to call the company, we are put on hold for a long period of time. Time Warner should be offering rebates to its customers every month until their product works correctly. They should not be allowed to have a monopoly in Lincoln. A little competition would go a long way to improve the current substandard product offered.

Sincerely,

Mark and Katie Elsener
3742 H Street
Lincoln, NE. 68510



Kathy E Baehr
<kbaehr@unlnotes.u
nl.edu>

03/27/2007 09:46 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time-Warner Cable...

Dear Time-Warner Cable...

My husband and I have been good customers of Time Warner Cable for many years including those years when the company was called Cablevision. I cannot think of a time when we didn't have at least ONE level of premium cable service. We have always enjoyed the service provided by Time Warner and until the past several months have not experienced any significant problems at all. We have also used Roadrunner for the past 5+ years and have encountered very few problems overall. And, we subscribe to Time Warner's digital phone service....so, as you can see, we are good customers.

We began using digital cable service a few years ago....and we absolutely love it. Would never go back, and it's difficult when we visit a motel or another place where there is no guide to view. Boy, are we spoiled! After we had the digital cable on all 3 TVs in our home for several months, a co-worker mentioned to me that *they* had gotten a DVR and how much they loved it. So, for a mere extra \$4.95/month, we decided to trade one of our three digital boxes for a DVR. Let me tell you....we are HOOKED. We have said from the beginning that we would give up some other modern conveniences *before* we'd give up the DVR! It has transformed the way we watch TV, and for the most part, it works very well.

We believe Time Warner sincerely WANTS to resolve problems and issues encountered by individuals over the past few months, and we have experienced a certain level of frustration ourselves through this process. Sometimes I just say to myself "Well, it's ONLY television...it's not some life-threatening illness or another serious problem...just an occasional glitch in service." Then, the bill arrives in the mail. At that point, it actually FEELS like some serious, life-altering issue. Our total cable/phone/Internet bill each month is over \$200. It is actually something like \$215 now and has risen steadily over the past few years....just like the radio commercials say it has. Well, that's a pretty big bite out of our monthly income. And, when I write that check, I begin thinking of ways to cut back on cable to reduce this huge bill; but as I check with the Time-Warner sales reps, since we have the "Digipic 2000" package, if we try and eliminate our premium channels (HBO, Cinemax) then we'd save a whopping \$7 and some odd cents per month! That is quite frustrating and annoying. They stop and figure each level of service included in that package on an individualized pricing basis to make you *feel* like you're saving a ton of money, but if you tried to eliminate part of the package and order the service from the list itself, you really couldn't!

Over the past several months, I have had to call Time-Warner no less than 6 or 8 times because of Navigator problems, and I won't even go into it because I am sure I can share nothing you have not heard before and probably many, many times. I learned early on to re-boot the boxes regularly; so, in essence, we saved a few calls. One of the most difficult things is that when I was calling from time to time through this painful changeover process, I would be on hold for up to 30 minutes before anyone would answer. Generally, the technicians were helpful, and I knew it had to be exasperating for them to deal with continuous calls about the new guide. We have been offered some incentives to 'placate' us, and that was okay, but the problems persisted for quite some time. The real clincher was on the Saturday of the NU vs. Colorado football game. We were recording it to watch the next day with our son and his family (who were attending the game in person). All of a sudden, there was a strange message on the screen and ZAP! Everything that was saved on the DVR was erased, including the game! That was not a pleasant experience. But, it happened, the stuff was gone, and we got a few free months of Starz for our loss of programming.

I was visiting with a friend on the Illinois side of the St. Louis metro area a couple of months ago, and they use Charter as their provider. He told me that their total monthly bill is \$104 – that includes tax, etc. Here is what they have: digital cable on 3 TVs, plus regular basic on one; high-speed Internet service; digital phone service; and on their digital line-up, they have the high tiers, including the highest sports tier, plus one movie channel. ALL for \$104/month. PLEASE tell me why our bill is more than TWICE that amount? **Who is lining their pockets from these exorbitantly high payments we make each month?** Don't tell us that the money goes toward research and development to improve and expand service.....that's hokey.

In our frustration one day after paying the monthly cable bill, we visited Windstream to see what kind of a package we could get through that supplier. For the very same service we are receiving right now – phone, Internet and satellite TV with the same channels we get now and a DVR – we would save over \$75/month! That is not just a 'teaser' offer – it was good through the duration of the service. Believe me....we are seriously considering making this change because that's a big chunk of money. We would prefer not to have the small dish attached to the house, but for \$75/month, it would sure be worth it. We would truly like to stay with Time-Warner, but it seems you're forcing people to make whatever choice is available, and at this point, Windstream is IT for comparable service in Lincoln. And, don't even get me started on your ads that refer to 'hidden costs' on the satellite bills because each and every month as I go through my Time-Warner bill, it's almost laughable to look at all the prorated charges and a few cents here and a few cents there, and then when I ask for an explanation, it's virtually impossible to understand!

We hear all the time that the Lincoln area is not a big enough market to justify competition with another provider of cable, Internet and digital phone service, but we are sure we're not the only ones in Lincoln who feel we're being 'soaked' by Time-Warner. You have to be making money hand-over-fist based on the rates you're charging and the packages you have established strictly FOR YOUR OWN GAIN.

Perhaps this is not the right forum for this review, but since you are seeking input from your customers, please think about what we have said. You're doing a decent job in most areas, and we understand that the changes you're making are required and that it will take time to iron out all the little wrinkles, but please consider more competitive pricing for those of us who subscribe to all three of your current services. It would make us feel like you truly APPRECIATE our faithful patronage instead of like the company is just lining its pockets with our hard-earned money.

One last thing.....you've made some great improvements on the Navigator – it's working much better, requires fewer re-boots, etc., but please add to the program info the nature of a particular show, whether if it is a comedy, drama, documentary, reality, etc., like it used to show on the old guide.

Thanks for listening.
Wally and Kathy Baehr
6110 S. 53rd St. Lincoln



"Kenny Bartholomew"
<KBart@neb.rr.com>
05/16/2007 08:58 AM

To <cic@lincoln.ne.gov>
cc
bcc
Subject TimeWarner Cable mess!!!

Dear City Council,

It's time for TimeWarner to get rid of NAVIGATOR and go back to PASSPORT. Then, TimeWarner can work on fixing and improving their product while all of can enjoy a QUALITY guide.

There are too many problems that should have been taken care of prior to releasing NAVIGATOR to the public. I'm retired, but in my past career I was a computer programmer and if I would have turned out a product like that I would have been fired!! This should never have been implemented in the condition that it is in. Not only are there problems to be fixed but the quality of the product is inferior to PASSPORT.

Lots of little things that are irritating to say the least. PLEASE help us get back PASSPORT until TimeWarner can get their own product to at least match PASSPORT.

Thank you,
Kenny
Lincoln

X A N G O
M A N G O S T E E N J U I C E
The queen of fruits at www.mymangosteen.com/kbart
* * * TAKE THE TOUR * * *



Kelli Behne
<kbehne1@hotmail.com>

03/28/2007 11:40 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner Cable

I don't know about the majority of Lincoln's reaction to Time Warner Cable's most recent comments in the news media. What I do know is that I was extremely insulted. Their representatives commented that most of the problems surrounding the Navigator were a result of the public not knowing how to use it. I assure you the public is not as dumb as they made us out to be. I understand every function the Navigator offers, yet I am still dissatisfied with it. It was a downgrade from the previous Passport system and yet I am still paying more for my cable than ever before. It is extremely frustrating using a system that doesn't work, freezes or takes 5 minute delays, and doesn't offer the same functions as the previous system, but instead takes those conveniences away. Lincoln has made Time Warner Cable a monopoly system and now they think they can do or say whatever they'd like. The Navigator system needs to be nixed all together or Lincoln needs to allow another cable company into the city. I assure you customers in Omaha don't deal with this sort of outright insulting treatment. I will continue to take great offense to Time Warner Cable's comments and treatment of the public. I speak on behalf of the many friends and family members who disagree with Time Warner Cable's recent actions and are just as upset over this new system. The city of Lincoln needs to fix this problem and not let the public down.

Yet another dissatisfied customer,
Kelli Behne

Live Search Maps – find all the local information you need, right when you need it. [Find it!](#)



"Henning, Keith"
<Keith.Henning@experian.com>
m>
Sent by: Keith Henning
<Keith.Henning@experian.com>
>

To <cic@lincoln.ne.gov>
cc
bcc
Subject Time Warner Cable concerns

03/28/2007 03:21 PM

To Whom it May Concern,

Wanted to voice my concerns on the TWC navigator system. I feel that TWC should compensate all it's subscribers 1/2 the monthly cost for the months of problems we had to endure. I called over and over to complain to their customer service dept and all the advice they could give was unplug it and plug it back in. Of course, it took awhile for it to boot back up everytime and if you were trying to watch or tape a show, you couldn't. I had to unplug and plug my DVR back in at least once a day. Funny thing was that every time I called TWC, their customer service reps agreed that it was a very inferior product and said that it is still being worked on. Excuse me!!!!!! If it was still being worked on, then why was it rolled out to us and we are having to pay for it!!!!

I think TWC needs to step and take some of the financial burden for the months when their product did not work and yet, we still had to pay for an inferior product that I didn't want in the first place. Even today, this product is far less superior to what I was paying for in the past. All TWC tells us is that it's a work in process. For the amount of money I pay them each month, that is not good enough. They need to be held accountable for rolling out a product when it's still in test mode. And then they interviewed TWC on TV the other night and she said that some of the problems were that the public did not know how to use the equipment. NO, I knew how to use it, it just didn't work. Pretty hard to work something when it just constantly freezes up all day long. Just wanted to pass along my comments as I feel that TWC was very negligent in their actions and should be held accountable and provide a substantial credit back to it's customers to compensate us for a product that was non-usable. Thanks....Keith Henning



"Karen Jones"
<kejjr44@hotmail.com>

03/27/2007 03:34 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner

As well as many others, I have had significant problems with the new DVR programming. While it is not necessary to re-boot it as often, the programming is still far short of what it was before. Calls to Time Warner have been ineffective. I'm getting tired of missing the beginning and end of shows.

Regretfully I am unable to attend the hearing, but I will be watching it on Ch. 5 - assuming I can get it.

Please allow another competitor into the market.

Karen Jones
4929 Union Hill Rd
Lincoln, NE 68516
402-420-6543

Get a FREE Web site, company branded e-mail and more from Microsoft Office Live! <http://clk.atdmt.com/MRT/go/mcrssaub0050001411mrt/direct/01/>



"Ken Gates"
<ken@kengates.com>

03/29/2007 11:31 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Message for Time Warner hearings

History: This message has been forwarded.

Please add these comments for review at the Time Warner hearings:

"The standard TV Guide channel used to be on Channel 18. It was moved to Channel 76 several months ago. For those of us who like to only subscribe for the Minimal 24 Channel service, this means we lost access to the TV Guide. I complained when this happened but was advised that Time Warner had commitments to the CW Network for Channel 18 and nothing could be done. I would like this matter to be reviewed along with the digital TV Guide problems. The CIC might ask how many folks in the Lincoln Area lost TV Guide service when the channel was moved up to 76. Answers like, 'Nothing can be done' are totally inappropriate. Please see what you can do for all of us that have to go without TV Guide when subscribed to Minimal Service."

We subscribe to Minimal Service for a couple years and have switched to Basic Service during the past few winter months. We will change our service back to Minimal Service during the summer months.

Ken Gates
1505 Sawyer Ct
Lincoln NE 68505
p. 402.429.7285
e. ken@kengates.com



"Kevin Brandenburg"
<kevin.brandenburg.jvus@statefarm.com>

03/27/2007 04:00 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Cable "issues"

If my LES supplied power goes out it could take a few hours to correct. If my Sprint mobile phone has technical issues I can call them and get the problem resolved in just a few hours. But if my Time Warner Digital cable malfunctions I can call them and have the problem resolved in...just how long does it take? I understand that they may have some malfunctioning and poorly programmed equipment, but constantly unplugging and rebooting my DVR isn't what I call great service. Will Time Warner be fixing the problem soon or will the path in my carpet between my couch and where my DVR is plugged in become even more worn than it already is?

Thank you.



Kevin Briggs
<KevinBriggs@dor.state.ne.us>

05/16/2007 08:09 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Comments

I truly feel that customers deserve no less than a 50% refund in compensation for the stress, frustration and lies that I've dealt with regarding the Navigator. That should date back to the launch date of Navigator.

I have to reboot my box several times a week, and have had to do so three and four times on a single day on several occasions.

Waiting on hold for thirty minutes, only to be told to reboot my box again is ludicrous. My time is money too, you know.

The menus are unresponsive

Program information is practically nonexistent

The search features are about as user UNfriendly as possible (try to type in a name and search)

When I've called Time Warner to complain, I've been told that "it's to make coming features work", and "the old contract with Passport expired and this is what Time Warner has developed", and my favorite, in response to my statement that if this continued, I would be contacting the FCC, "the FCC is the one requiring us to do this so customers can plug in privately purchased equipment".

At no point have I been given the full truth, and at several times I've been lied to. This is unprofessional and unacceptable.

Lincoln needs to respond in the best interest of its citizens. If Time Warner will not compensate subscribers, then the City needs to waive the fees levied on cable companies and invite other cable providers to Lincoln.

Kevin Briggs



kipperhesse@aol.com

03/29/2007 09:12 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Cable Issues

Hello-

I'm writing to tell you my Navigator screen is once again not working. I continue to get "no data" displayed when I try to get information from the navigator screen. This is unacceptable. In addition, we have repeatedly called Time Warner customer service and their solution is to reboot the box or bring it in to switch it out. This is even more unacceptable.

We are paying for services we are not receiving. We also don't have an alternative.

Solution: We (Lincoln) need a competitor for Time Warner. If you need facts regarding monopolies and their effects on pricing, quality of said products, I'll email you the data but it should be intuitive since we have laws against them. (monopolies)

I guarantee if there was a like product available, and these issues were occurring, Time Warner would be losing customers at a rate that would require them to fix the issue or deal out compensation to keep the current customers until they could get the service fixed. When a situation is missing one half of the capitalist economy (monopoly present) we find ourselves in the current situation.

Thanks for your time and please contact me if you have any questions.

Sincerely,

KipperHesse
Lincoln, NE
kipperhesse@aol.com

AOL now offers free email to everyone. Find out more about what's free from AOL at AOL.com.



"KLJ"
<kj1139@windstream.net>
03/22/2007 10:26 AM

To <cic@lincoln.ne.gov>
cc
bcc
Subject time warner

This seems to be an endless subject. I hate the cable companies ripping off the public with constant rate raises and then they give us nothing.. We are constantly given re-runs on Time Warner , and they use the excuse its the networks..now why is it that they have no say so on programming ..? I am so tired of the same shows YEAR and YEAR, and yes its the very same each yr.. I have seen some of the same shows over and over since I moved here 8 yrs ago..and still have gotten not action from this cable company as to why the rate hikes..they are sneaky how they slip in a 3 or 4 dollar raise each 3 months..I am sick of them ..get them out of town...Kay



<knal@neb.rr.com>

03/26/2007 08:54 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject re: Time Warner cable

I am so terribly frustrated by the Time Warner cable debacle and I hope someone can straighten out the mess they have made. I can't count the hours I have spent on the phone waiting for help, then talk to a customer serv rep who doesn't know what I'm talking about, or says she will have to have someone call me as she is not a "tech" and is just helping answer phones to take the workload off.

The new system that replaced Navigator is absolutely worthless and when we program a show on the DVR box it records the same show on Ch 8 and Ch 108 which leaves you with no way to change the channels to watch something else, plus you are using up one of the shows for your 2 shows you can tape. The whole thing just shuts down the entire TV randomly, right in the middle of a show you might be watching, and then you have to fight and wait to get it back on, missing most of the show. Plus their stock answer for problems is to "unplug the box and reboot it a couple times a week". GIVE ME A BREAK!! We just had a service technician out again last week as we were missing the last couple mins of a show and we couldn't change the clock. YOU ARE NOT ABLE TO MANUALLY CHANGE THE CLOCK EVEN THOUGH IT IS THE INCORRECT TIME. He said to just go into all the programs and set them for 1-2 mins. longer. He said the time on that DVR box clock doesn't mean anything anyway! WHAT? That's when the program starts and stops is it not!! He wasn't even sure how to use our remote and said he'd never heard of the problem we were having, but when he called his supervisor, that person said yes this has been an ongoing problem but the latest "updates" were supposed to correct it. Evidently it didn't, so he hooked us up with a new box. The time is even farther off on this one. Plus it doesn't work any better than the original. The tech said "maybe TWC will have to refund some of the money as you aren't getting what you pay for"....uh, ya think?

Plus we changed over to the whole pkg, computer, cable and phone in Dec. becuz they assured us that EVERYTHING with the phone would be the same as the carrier we were leaving. WRONG! After a couple weeks of noticing that our caller ID doesn't work, I called and they said "oh, they don't have a cell phone company yet so have no agreements with other cell phone carriers to release the numbers." Said we would have to have all our friends and family members (from other areas) call their carrier and ask them to release the numbers to my number. I said "I am not asking my friends and family to do that"; that is ludicrous.

We are totally considering changing the entire thing but sure wish something could be done because that is such a pain. When are we ever going to get some competition against these monopolies? Please hear how upset we all are and help us get something done.

Mrs Kay Schwindt



"Kay Rising"
<kr94740@alltel.net>

03/27/2007 10:53 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Cable service

After months of putting up with service interruptions and service lockups, you would think things would be better. After getting the new navigator service with my digital service I had nothing but service problems. All Time Warner would tell me is turn off and unplug your set and reboot it. After so many calls to TW and getting nothing done to fix the problem, I've had to live with it since I wanted some of the digital channels. I must admit the outages have decreased, until recently. Lately I have been having the same problems as well as slow response to channels changing and very poor volume control. The solutions they provide to correct these last two problems don't work. Lincoln must look at ways for improve service and a better rate structure.

Thank you for listening to me vent. I hope your work will lead to service improvements.

Kay Rising
8412 Peregrine Ct.
Lincoln, NE 68505
(402)327-2668



KREIS8@aol.com

03/28/2007 10:07 AM

To: cic@lincoln.ne.gov

cc:

bcc:

Subject: cable

Advisory Board:

I do not have digital cable, but what I am afraid of is that the cable company will have to reimburse the customers. THEN they will raise our rates with some stupid sales channel excuse and get by with it. It is too bad that they have no competition and the city of Lincoln lets it happen.

Thank you for reading this and I do hope you will take note

Bob Kreis

AOL now offers free email to everyone. Find out more about what's free from AOL at AOL.com.



Kathy Northrop
<krif@inebraska.com>

03/31/2007 03:30 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Issues

As I wait for my cable box to re-boot for the second time this week, I remembered that I wanted to send an email to you since I couldn't attend the public hearing. I've continued to have problems with my cable. I re-boot at least once a week and since my box is in an entertainment center that has a back on it, it is not easy to get to the back of the box to unplug it. Also, I'm supposed to be able to record repeating shows as a "series" but some, such as "Grey's Anatomy" don't show up with the record series option. And, when I unplug it I lose some my show settings and have to go in and re-program it.

Time Warner claims I need another new box, which honestly I haven't done yet because I have so much stuff recorded that I have to watch before I trade out boxes. Plus I'll need to enter all of the shows I record on a new box. And thought of hooking everything up again, with a amplifier for my surround sound and DVD/VCR device, worries me. One time I had a cable guy out because things it wasn't working and I was without cable service for four days (no financial compensation either) and even he had trouble hooking everything up like it was. He get it so I had a picture but no sound or sound and no picture. I think he was here at least two hours and the problem turned out to be a bad cable.

Another issue that upsets me is being forced to subscribe to channels I don't want. I have HBO, which I do like but I don't watch the "Sports Tier" nor the Family Tier but I was told by Time Warner that I had to subscribe to those, other wise my DVR box won't work. Why can't I just get 2-80 plus HBO or maybe not HBO?

I had problems with their Passport software and those finally got worked out and now they dump this awful Navigator and it doesn't work worth a crap.

I'm pretty fed up and am seriously considering Dish TV.

Thank you for giving me this opportunity.

Kathy Northrop



"Kim McCord Fisher"
<ksm51268@msn.com>

04/07/2007 11:54 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner

I'm very disgusted at the way Time Warner is treating it's customers.

We've had problems with the Navigator system, yet complaints to Time Warner has not even resulted in so much as an apology.

My biggest complaint is have our DVR set up to record shows, but it doesn't happen. We have programmed our DVR to record new episodes of series, but it occasionally "forgets." We've also noticed the last couple of minutes of a recording are cut off.

My husband and I both work 2nd jobs. We currently pay \$150 a month to Time Warner, but this is our sole entertainment. It's discouraging to sit down on the weekend and get caught up on what we missed during the week only to find shows not recorded or the ending cut off.

It's also not user friendly anymore.

I was a faithful customer of Dish network for years, but moved to Time Warner when they offered High Definition DVR. I've been looking into Dish again, but like the convenience of having cable and internet through one company. I feel we've given Time Warner a chance to improve things or offer us a reason to stay, but my patience is wearing thin and the convenience is not worth it.

I work in customer service myself, so I know the importance of keeping a customer happy. In my line of business, we don't offer the cheapest services, so we have to go above and beyond to keep our customers happy. Time Warner is not only more expensive than Dish, but their services suffer too. If they can't fix the problem AND offer us a reason to stay, I won't.

Kevin and Kim Fisher
Seward, NE



Ktlincoln@aol.com
05/17/2007 08:29 AM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: Cable problems

I've had cable in my new home since 2002. I upgraded to DVO to record movies and important programs and have had problems from the beginning when Time Warner started the navigator. I've called and called and get some false story from the representatives. I just wait until my T.V. comes back on. Its very frustrating because you get nowhere with T.W. Cable. I stopped calling because it is a waste of time. I should receive a year rebate because of the problems. T.W.C. expects there bill to be paid on time which I do but the service sucks. Sorry for my words but I'm at the end of the line in dealing with Cable T.V. We should receive a hefty refund!!!!!!!!!!!!!!

Kevin Taylor
9469 Oakville Rd.
Lincoln, NE 68526

See what's free at AOL.com.



Leigh Palmer
<laap40@yahoo.com>

05/16/2007 12:22 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Issues

Not that I have any confidence in this process, but..

We have lived at our present address since 1985, and had cable at this location since that time. We currently pay \$150+ a month for cable & roadrunner service. We are happy with roadrunner, have had no issues with that service; the same cannot be said for our cable, since the inception of the so called "navigator". We are still having problems with it, having to reboot the DVR several times a week, shows not recording, boxes rebooting themselves, etc. I have called Time Warner repeatedly, and been told everything from it was our fault, because our cable boxes were so old (it was Time Warner's box, they should have made a switch out before they started this process if that was actually going to be an issue) the boxes have since been switched, and still don't work. I have been hung up on, told there is nothing they can do, told I could schedule a time for a tech to come out, and take 4 hours off work for the privilege, bring the boxes in myself-don't do that, no change. I have NEVER, during all of this, been offered any type of discount, refund, free service. I don't even bother to call anymore, because the last time I did I was basically told I was full of it, stuff is fixed and I must be doing something wrong.

I realize having cable is a choice. However, when I pay, IN ADVANCE, for a service, I fully expect it to work. I understand things can go wrong; water mains break, electrical lines go down, gas lines rupture, cell towers malfunction, but things are repaired in a reasonable length of time, and if service is disrupted for lengthy periods, the consumer is compensated. Additionally, the companies which provide these services accept responsibility, and try to rectify the situation, rather than blame the paying consumer for the problem.

If I truly felt there were feasible alternatives for me, I would dump TWC in a heartbeat. For a variety of reasons, Dish or Directtv is not an option for my family.

I know that any other business in Lincoln, where competition exists in all markets but this one, would be out of business rather quickly. However, since TWC has a monopoly, consumers are basically left to fend for themselves, and I guess most people just put up with as much as they can before they pull the coax from the wall. I think if TWC is truly committed to making this right with customers, refunds or service rebates should be provided to ALL paying customers during this test period, not just to the lucky few who got through and complained a lot. The refund period should cover the problems from the date of navigator inception, until the system is actually performing as well as the previous guide.

Again, I don't have a lot of faith in any action actually being taken by the city, but at least putting this in writing has given me a small sense of satisfaction.

Thanks for listening.

Leigh Palmer



"Lacy Effle"
<lacy.effle.pk2d@statefarm.com>

03/27/2007 02:11 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner Comments

I have the DVR and it hasn't worked at all since the Navigator...I know so many people who have the same problems that the problems have become common jokes.

I've had my DVR replaced once already and all they offer to do when you call them is get you another box, when then you lose your shows that occasionally get recorded correctly.

My TV freezes up. I can't scroll through the guide and all I'm paying for it that junky navigator which I have to pay for additional programs to run it for just that I pay \$26 a month. I'm switching to TIVO asap.

Lacy Effle

402 270 2773



"Larry Jablonski"
<larry.jablonski@nifa.org>

03/27/2007 08:12 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject FW: Time Warner

Time Warner Comments,
CitizenInformationCenter,
555 S. 10th St.,
Lincoln, Neb., 68508.

I recently purchase a High Definition Television.
I had Time Warner come out and install a high definition card in my set.
After installation I realized that I was only getting 4 local channels in high definition (ETV, NBC, CBS, ABC)
I called Time Warner and said "Hey I pay for ESPN, why am I not getting ESPN in High Definition"?
They told me I have to **pay another \$6.95 per month** to get ESPN high definition.
I told them I am already paying for ESPN.
They said if I want ESPN in high definition it is another price tier up and would cost me more money.
This is a total rip off.....If we pay for a cable channel, then we should get it in high definition. if it is offered.
Bottom line is that I am paying extra to get the ESPN channel (Ch 35, 36), but I cannot get it in high definition unless I pay still yet another \$6.95 more per month.
Time Warner has a monopoly and is taking advantage of the consumer.....
It is time to bring in competition and make them treat us fairly.

Please do a comparison of Time Warner with the cable television companies in Omaha...

I think you will find that the competition between the two companies in Omaha results in a better deal for the consumers.
I believe that Cox Cable in Omaha provides **14 high definition channels** for the basic price, compared to Time Warner's **4 channels** in Lincoln....

Larry Jablonski
7543 Red Oak Court
Lincoln Ne



"Houdesheldt, Laura"
<Laura.Houdesheldt@kenexa
.com>

03/27/2007 10:52 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner

Since the change from Navigator began we have been experiencing several problems, including no data to the guide, the screen going completely blank over and over again, and the converter shutting itself off. Because it is a 20 – 30 minute wait before you can get someone on the phone and another 20 minutes while they try to figure out what is going on I quit calling to complain. We pay over \$100 per month for cable. It is our highest bill other than our mortgage and we get the worst service.

Sincerely,

Laura Houdesheldt

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"Arthur I. Zygielbaum"
<aiz@ctwsoft.com>

05/01/2007 07:11 PM

To CGuillaume@ci.lincoln.ne.us

cc

bcc

Subject Fwd: RE: TimeWarner

Connie,

I received this note from a friend. I thought the Board ought to see it.

Art

>From: "Beacham, Linda" <lbeacham@schemmer.com>

>To: "Arthur I. Zygielbaum" <aiz@ctwsoft.com>

>

> Thanks, Art.

>I appreciate the opportunity to weigh in on this issue. In dealing with >TimeWarner directly, I have found them to be hopelessly inept. We began >having problems with our digital service and DVR recorder when they >began their updates last fall. We would get a telephone message that new >software would be installed between 2am and 6 am, and not to disturb >this update. The next day, our settings would be erased and our recorded >shows in the DVR would be erased. This happened three separate times. >Each time, the person in tech support at TW would tell me that it wasn't >supposed to happen, and they couldn't explain why it happened. I asked >why they were doing these updates when, clearly, they did not have a >finished product ready for launch. Various answers, but the updates >continued. Once, they waived my DVR charge for the month, and after the >third time, I was pretty steamed and lost several classic movies I was >looking forward to watching, and got someone higher up the management >chain. They offered me six months of free HBO for my trouble. I was >asking for twelve months of free cable, so I wasn't impressed with this >offer, but was told clearly that was my only option.

>

>We continued, and still do, have fairly frequent interruptions of >service where the TV screen goes blank, and after a few seconds the box >says 'booting' and this lasts for ten to fifteen minutes. Always random. >You lose the program if you were recording, and I get absolutely no >satisfaction from anyone regarding this ongoing problem.

>

>During the implementation last fall, we had rebooting problems several >times a week. Twice it went back to the old Passport system, again >something they told me it 'couldn't do' and yet did. I called several >times a week for several weeks seeking satisfaction. They came out and >replaced our box. Nothing got any better and I just gave up. It is what >it is until they get their act together, which does not seem to be >happening very quickly. During all this time, we get cheery letters >thanking us for our patience, and at least one rate increase.

>

>About three weeks ago, I got a letter saying my free HBO was expiring >and I would begin to see a monthly charge on my bill for the service. I >had to call customer service and wait through about ten minutes of >self-serving promotions on hold until I got someone. How could they, I >asked, start charging me for a service I never ordered, and why do I >have to call and cancel something they offered as a consolation for >their poor service. They didn't have the software to track who got the >offer of free HBO and who didn't, she said. After assuring me that HBO >would just terminate at the end of the six months, we hung up. This last >Saturday, I got another letter saying I would begin to see a charge on >my monthly bill for HBO. Again, the forced advertising while you wait to >tell your story all over again. This time, they said they didn't know >when the six months would be up, so they were just assuming I wanted it >and should start to pay for it. When I told her I didn't want it, she >terminated it immediately after hanging up.

>

>This appears to be a poorly run organization who foisted a beta product >on an unsuspecting public, all the while charging them for services not >received. There is no sense of concern, and no one seems willing to >accept responsibility for this disaster. If it were not a monopoly >business, it would have folded by now. It seems everyone I know has a >horror story regarding TW and this software change. In a perfect world, >they would go back to the other highly superior product, and refund >their customers for their time and trouble. I don't know what we can >realistically ask, but I am very appreciative of your involvement in >this issue, and wish you and the Board success in resolving it.

Thank >you.

>Linda Beacham
>5100 W. Deercreek Drive
>Denton, NE 68339
>402-797-2006



lcaldwell1@neb.rr.com

04/24/2007 10:23 AM

To cic@lincoln.ne.gov

cc

bcc

Subject lcaldwell1@neb.rr.com has sent you an article from
PCWorld.com

This story, which was originally posted at PCWorld.com, has been recommended to you by
lcaldwell1@neb.rr.com.

Time Warner Lets Broadband Users Share

Time Warner Cable subscribers can share broadband Internet access via Fon Technology's public/private
Wi-Fi router.

The complete story can be found here:
<http://www.pcworld.com/article/id,131092/article.html>

We hope you will find this story interesting and informative. PC World, an IDG publication, has been
providing independent, unbiased, reviews, news, and information about technology since 1983.



"lcaldwell1"
<lcaldwell1@neb.rr.com>

04/24/2007 10:30 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject road runner speed? not!

i sent you an article about time warner saying there average speed is 5 to 7 mbs. maybe they should prove it. mine is 66kb to 4.xx. again it's the ibm marketing mentality. maybe they should put their service where their mouth is. i take speed tests from 2 different sites and they haven't yielded what time warner says. i lost service twice this last week. my router rebooted for no apparent reason.



"lcaldwell1"
<lcaldwell1@neb.rr.com>

04/24/2007 10:47 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject another loss of service

lost service again router rebooted 10.45 am



"Christensen, Lee W"
<Lee.Christensen@allstate.com>

03/27/2007 11:26 AM

Please respond to
<lchris@neb.rr.com>

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner

I think Time Warner should refund some of the fees for a system that they gladly charge high prices but don't care about quality. I didn't know what was going on for the longest time and thought I needed new batteries or that the remote wasn't working. I read the LJS and saw others were having the same problems. I also have been having problems with the DVR not finding shows and recording them. I can't even search past one week now. What a joke.

I also would like to now why we didn't get reimbursed for "testing" a new system? A lot of companies ask if you want to be part of a test group and reward you for the input. The first I knew we were a test group was, again, from reading the LJS.

Do what you want with Time Warner. I am seriously regretting going back to them a couple of years ago. I am ready for another change. It might even be time to try out the antennae on the roof again. For what we pay for cable we deserve better.

Thank you
Lee Christensen



"Nebraska Hearing Center"
<lfrank@windstream.net>

03/28/2007 12:33 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner

History:

➡ This message has been forwarded.

As a Time Warner customer, I have received good service over the years and have come to expect it. However, the new Navigator system has left much to be desired. The biggest disappointment for me is that only the people who have logged several calls or emails with Time Warner have been reimbursed for their troubles. I have had countless frustrating experiences, including the machine missing an entire night's recordings. I naively believed them when they said they were working on the problem and it would improve quickly. Months of poor service isn't really unacceptable. It was also disturbing to find out that Lincoln is a beta site for the product. Customers should have been informed of this fact in advance. Unlike some cities there is really no competition in this market. It seems as if Time Warner decided to go live with a product that just wasn't ready and thousands of customers suffered. In my opinion we all deserve some sort of refund rather than the apology we've all heard before. I'd like to thank the City Council for addressing this situation and I hope a reasonable solution will come of it.

Sincerely,

Leslie Frank



"Larissa German"
<LGerman@jmfadirect.com>
03/27/2007 01:09 PM

To <cic@lincoln.ne.gov>
cc
bcc
Subject Time Warner Comments

I have been a TWC customer for the past several years. I have recently been extremely frustrated and disappointed with the service.

There are many people who insist that the DVR feature is \$5 a month, and customers should only be reimbursed for that amount if any reimbursement is due. On the contrary, when the DVR service completely freezes for literally ten minutes at a time, the customer is unable to use ANY of the cable features, and is forced to stare at a guide screen, or whatever frame the TV might be frozen on.

I elect to pay for DVR because I work 60 hours a week and go to school full time. It is my prerogative to pay the price to be able to watch the few programs that I enjoy in the rare instance I have some spare time. I can recall several times where I had a few moments to sit down and set up a few programs to record, only to completely waste the little time I had. Not only would the guide freeze so I couldn't watch anything, it would also not allow me to use any other functions, proving an immensely frustrating experience. I can also recall at least three occasions where I called Time Warner during these times to see what in the world was going on. One of these occasions I was re-directed to a recording each of several repeated attempts saying they were updating the system. The two other instances I waited on hold for so long (more than ten minutes) that I just hung up and continued on with my busy schedule.

The few extreme occasions I mentioned above, are only among many, MANY times that I have attempted to operate the guide, and it sits frozen for 10-30 seconds each time I hit a button. The delay has been a consistent problem since late last fall, which has only recently subsided.

There are also many features that were originally included on the Passport version of DVR that are NOT included in the current navigator. These features need to be replaced, or the price needs to go down.

For the outrageous cost of Time Warner Cable's services (\$128 a month for DVR and Road Runner), I feel extremely cheated, and deceived.

Thank you for submitting comments on my behalf, please feel free to contact me about this matter at any time.

Sincerely
Larissa C German
Market Analysis Manager
JMFA Direct
402-438-3242 ph
402-540-3185 cell
402-438-3243 fax
lgerman@jmfadirect.com



LGreene57@aol.com

03/30/2007 09:09 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Service

I am sorry to say I too am another very unhappy Time Warner customer. Our poor service and products extends beyond cable TV to include our digital phone. Our TV continues to lose service; drops stations; loses station information or just simply goes blank...we were told by one of the service reps that our particular box has software problems and Time Warner will eventually get around to making the necessary adjustments...in addition a call to the service center requires lengthy waits and on more than one occasion, rude service techs...the same exists with our phone that has created long distance phoning problems; continual wrong caller ID; and phone outages...trust me I could go on. Switching to Time Warner with the "bundle" feature has been a total nightmare...and at every junction we have NEVER been offered a credit or even an apology that made sense or seemed sincere. (one exception, a service tech named Roger with the digital phone service was wonderful)

I'm originally from the "rude" eastcoast and I can say, coming from the land of short tempers, the terrible service I have received at the hands of Time Warner, Lincoln Nebraska, exceeds any poor service I received on the eastcoast...

You can reach me at 261-4844 (if the phone works)

Linda Greene
4600 Firebush Lane
Lincoln, NE 68516

See what's free at AOL.com.



"larry hector"
<lhector@neb.rr.com>

03/27/2007 08:07 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject watching the cable advisory board

I dropped all but basic cable. Because of the Timer Warner new crappy Navigator. TW never stated we were a test market. Listening to the TW reprehensive I'm amazed that she did not say they made a mistake. Having a monopoly in Lincoln has proven that TW does not have to try. And this just proved that.

I wish I could watch the city programs on dish. I would change at a drop of a hat

Plus I think the TW reprehensive is condescending. We are not stupid people, we are very tolerant.

Larry Hector

10635 Ricky Road

Lincoln NE 68516



Linda May
<linda@crossfinancial.com>

03/28/2007 09:19 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject TimeWarner Cable comments

Advisory board,

I am a VERY dissatisfied digital customer. Since Passport was such a superior product, I have doubts that the change to Navigator was anything other than greed to lessen overhead costs and keep the proceeds internally. Here is a letter I have written but haven't intended to send until they contact me (I have had repeated calls to poor telephone staff who have no real control over the matter but get an ear full). Here is the content of the letter:

February 19, 2007

Time Warner Cable

To Whom It May Concern:

I am dating this letter on the day I have made some payment decisions regarding your services. You will receive this letter on the date you (the provider of said service) contacts me (the customer of said services). I am tired of contacting **YOU** about the **quality** service I have contracted for – paid a **premium** price for - and am **NOT** receiving at a **quality** level.

I keep hearing the statement that the product is being improved and will function better in the future. When I receive a quality product, I will gladly pay with money that works not only now, but will work properly in the future as well. I am **NOT** hearing why the price has gone up for an inferior product, or that until the product is acceptable that the price will be adjusted accordingly. When you contact me repeatedly for payment - I will do my best not to keep you holding to communicate with me, (since your call is very important), more than 15 minutes. I will assure you that I am working on getting the payment to you as soon as the product (that you want payment for) is being received. If you do not have the service to sell, then do not collect payment for services not delivered.

Sincerely a dissatisfied customer,

Linda May
6227 Hartley St.
Lincoln, NE 68507

467-1479 home
441-3131 work
429-9523 cell



Lisa.Schleiger@rev.ne.gov

03/29/2007 09:11 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner

I really took exception to Ms. Scarborough's comment about the reason people were having trouble with the new Navigator system was because people didn't know how to properly use it. When you are just sitting there watching a recorded show and all of a sudden the box kicks off and then takes FOREVER to re-boot itself, I don't believe the problem is with the user! Plus, I am tired of calling customer service and getting an "attitude" on the other end telling me to unplug the box and plug it back in, because "at this point, that is really all that can be done."

I think it is time for Time Warner to accept some responsibility and admit that they have a crappy product that people are paying a lot of \$\$ to have. My cable bill alone is \$85.00 and I think that is a lot to pay for a product that doesn't even work 1/2 the time !

Lisa Schleiger



livermore@huskeraccess.co
m

03/27/2007 03:41 PM

To cic@lincoln.ne.gov

cc

bcc

Subject My Time Warner problems

I won't write a diatribe about my problems, I'll just list the ones I can remember right now:

1) Half the buttons on the remote don't work anymore. You used to be able to push the "day >" and "day <" buttons, and skip ahead in the program guide menu. The "Enter" button doesn't work anymore. You used to be able to open up the guide, and push "Fav" to skip to your favorite channels... now it automatically selects and skips to the next favorite channel if you push it.

2) It misses recordings on a regular basis now. Even when we are absolutely SURE we set it to record a show, it's hit and miss. So now we are in the habit of walking into the t.v. room to make sure it started recording the shows we want.

3) As everybody else says, it's very clunky and slow now.

4) Half the time, there is no "info" about the shows now. It used to ALWAYS have info about the shows.

5) The screen will freeze, and we have to completely remove power from the box to reboot the system. That never happened before.

6) The way you have to organize your favorite channels stinks now. You pretty much have to group them together (it's an option for the new software). Before you could select a favorite in the middle of a bunch of other channels, then you could go to that channel, and see all the other channels around it. Now they have to be grouped together, so you have to select more favorites if you're interested in all the channels around it. (Sorry this doesn't make sense, but it's the only way I can describe it)

7) Some times it's impossible to read the graphics on the menus.

8) Finding some of the setup options are nearly impossible now. Before they were so much easier to find and change.

There's more, but I can't remember them all off hand.

I don't understand why TW can't just go back to the old system. That would be the best option.

Mail from Digital ISP Group Inc



lkfx4@aol.com

05/16/2007 11:34 AM

To cic@lincoln.ne.gov

cc

bcc

Subject cable

My navigator still has some bugs, but nice to know they are working on it.

AOL now offers free email to everyone. Find out more about what's free from AOL at AOL.com.



LKFX4@aol.com

03/28/2007 07:35 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Cable

I have a problem with Time Warner in general. Our Dvr box has not worked right since way before the change. We were told they bought out a company and tried to conform them, etc. and that some do not work right. We had the option of bringing it back. So far we have not done that yet, it is 13 miles away. Then when they changed, some of the features on the remote do not work. We were told yes that is a problem with some of them, still does not work even with the upgrade. With the daylight savings time change, none of the scheduled programs recorded. Customer rep said that should not have happened, that it had been a problem earlier but not now. But it did happen. I am just tired of all the problems, we pay over 150 a month, and things should work right. I think its time they own up to the problems and give the people a discount or something. It seems its always up to us to fix the problem, like taking the box back, or reboot, etc. Make it right.

Michael Flackman

AOL now offers free email to everyone. Find out more about what's free from AOL at AOL.com.



"Lori Lamer"
<LLAMER@neb.rr.com>

03/27/2007 05:26 PM

To <cic@lincoln.ne.gov>

cc

bcc

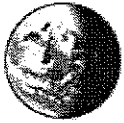
Subject time warner

Dear City of Lincoln,

I am not able to attend the meeting tonight. I had sent an email to Mr. Cook previously about all of our problems, so he may still have that information. I have kept records since 12/8/06 about issues with our new navigator system. We have had over 26 issues, that either were the boxes just shutting off, or rebooting, or saying they were not authorized to actually having service calls and boxes exchanged. The most frustrating part has been their customer service, their waiting period on some calls was anywhere from a few minutes to up to 28 minutes on one occasion, JUST to talk to a human!! The day the cable was out for most of the day they offered me a credit of \$3.13 WOW how generous, I pay almost \$150.00 a month for the services I have which I feel is outrageous but am tied to that if I want cable. I am a stay at home health care provider so we use our televisions constantly, both myself and the person I care for. So we have at least 2 cable boxes running most of the day, so down times are very noticed here. As I stated to Mr. Cook we in Lincoln DO NOT have an apples to apples competitor, we do have the dish services of course but they have problems from stories we've heard so that is not an equal option. We need another company so we have a choice as to who we wish to spend our money with and to provide some accountability for their actions. As far as their compensation for all of this I wouldn't know what to ask for, I think if we were a "test" market it should have been provided free for a period of time and then they could work the bugs out without being ripped off. But not having a choice as to taking the Navigator in the first place was not good customer service, as it was their decision to go with a company based system and cancel their other contract. (which I was told was just no longer available at all when I asked to be returned to the old system) Please contact me with any further questions. I appreciate the opportunity to be heard.

Thank you !!!!!

Lori Lamer
8115 Cobblestone Circle
Lincoln, NE 68510
489-5312



"Linda White"
<lmagwic@gmail.com>

03/27/2007 12:30 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner

I have had Time Warner Cable for quite awhile, the service lately has been so bad that I cannot enjoy an evening of watching television.

I have tried to report problems and have been put on hold for hours at a time. I have also been hung up on. So reporting problems is getting to be impossible.

I feel that Time Warner Cable charges alot more for very low quality service. I have lived in other places that charge alot less for much better service.

Everyone who has been subject to the "New and Improved" upgrade should get their money back for all the months that we have faught through this. It has improved alittle but it is still

not closed to working well.

Lincoln Time Warner subscriber that is not happy with the sevice.



"Larry Ohs"
<lohs@neb.rr.com>
03/28/2007 06:36 AM

To <cic@lincoln.ne.gov>
cc
bcc
Subject Time Warner Navigator

Dear Board members:

I am extremely disappointed in Time Warner's handling of the new Navigator program. The program actually worked on my brand new digital television until TWC installed a card in the TV so I didn't need to use a box. Navigator hasn't worked since, and it's been five months. TWC blames Shaffer's for not setting up the TV right, yet the TWC technician installed the card and programmed the TV. Schaffer's says it's TWC fault for a weak signal.

The bottom line for me as the consumer is I've paid for digital cable for six months yet had a programming guide for only one month despite phone calls and emails to TWC customer service.

Larry Ohs
5625 South 72nd Street
Lincoln, NE 68516
(402) 475-1993 work
(402) 484-0033 home



laura fuller
<lolo4211@yahoo.com>

05/17/2007 07:01 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Cable

I would just like to say that I think this entire cable thing is ridiculous. You are talking about a very small number of people in the big picture. People in this city need to be more concerned about the bad conditions of our roads, and the increases in our property taxes, and stop this nonsense of bashing the cable company. I lived in Arizona for 10 yrs. and this would have been a non issue. It is truly embarrassing to our city to have the people of Lincoln reacting like this over something as silly as an interactive guide system. With articles that were published in the journal star, it is no suprise why new buisnesses have such a tough time breaking in to the Lincoln market. I think it is sad and hope you encourage the people of Lincoln to be more caring, open to change, and find a better cause to get this fired up about. If they don't, this city is in for a long road of bigger problems than cable issues. Thank you.

A Satisfied Cable Customer

Be a better Heartthrob. Get better relationship answers from someone who knows.
Yahoo! Answers - Check it out.



"Blaze Johnson"
<lsecatcher@hotmail.com>

03/28/2007 11:18 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Complaint

I would like to file a complaint against Time Warner Cable and their DVR service. Ever since Time Warner has "upgraded" their software on the DVR it has NEVER worked right. I keep getting letters in the mail saying how different problems are "quickly" getting fixed. I've been having problems for over 6 months! I am beginning to think the problem might never be fixed. Random reboots, long delays, lock-ups, shows not recording, videos not playing, and the Movies On Demand not working are just some of the problems I have encountered. I've tried replacing the DVR unit with a different one from Time Warner but the problems still persist. When I call to get tech support for the problems, they tell me that the "servers are having problems, please try again later." I'll try hours, even days later and the problems still persist. Time Warner needs to resolve this problem (within a timely manner, not 6 more months of fixes!) and compensate the people who have been shelling out over \$70/month for the DVR service that is shotty at best.

Blaze Johnson

The average US Credit Score is 675. The cost to see yours: \$0 by Experian.
<http://www.freecreditreport.com/pm/default.aspx?sc=660600&bcd=EMAILFOOTERAVERAGE>



Istarslover@aol.com

03/29/2007 09:48 AM

To cic@lincoln.ne.gov

cc

bcc

Subject Time Warner Cable Comments

To Whom It Concerns:

In spite of several calls to Time Warner Cable and the minor improvements that have been made to the Navigator Guide, I am still considering cancelling my cable TV account.

The delay in the data loads are still causing up to 30 seconds where the screen is blank and we lose the picture as well.
While this has improved at times, it is not consistant.

The major issue I have is that the search feature to locate programs does not work at all!

For example, when I try to locate NASCAR "Countdown to Green" it brings up "CMT Country Countdown".

When trying to locate something in a sports category it doesn't even come close, what comes up isn't even alphabetically related.

This was one of the main features we used, and now it is useless to us.

Another issue related to the 'upgrades' that TWC supposedly made to this new system is that when they are sent to the digital box they didn't work correctly and caused my box to be unusable for over 24 hours. This required another call and long wait, and it didn't appear to them that the upgrade completed. So, not sure we ever got it.

I sincerely believe that TWC should reimburse all customers that are paying for this service.

Thank you for taking the time to listen and address the issue.

Tory L. Ford

AOL now offers free email to everyone. Find out more about what's free from AOL at AOL.com.



"lrc" <lrc@neb.rr.com>

03/28/2007 04:40 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject cable 3615 SOUTH 18TH

Time Warner hurries to get you hooked up but are slow when your a customer and need something done, like the following that has happened since the software conversion;

1. cable box kept rebooting for no apparent reason. seemed like early every morning. i took in the old cable box.
2. the old box menu system would take 20 to 30 seconds to respond to remote with new batteries.
3. support would say reboot the box, AGAIN AND AGAIN AND AGAIN.....AGAIN
4. old box menu system would go to n/a display after channel choice from menu then back to menu
5. search system would display n/a only for everything and would not change unless unplugged and plugged back in and waiting for 5 to 10 minutes to start back up.
6. on demand would say movie not available at this time. this occurred multiple times. movies would also stop in the middle, pause intermittently or quit completely. i quit renting
7. sound would vary and buzz. tried different settings but surround and caption didn't work even if stated by the channel.
8. network commercials interrupted before their completion by local cable adds promoting cable services or local merchants.
9. system updates lasted hours with no service.
10. received a letter from the idiot in charge telling me how good the new system was....yea right. quit waiting money razing our cable cost by sending junk mail and political b.s.
11. if you move it takes 2 weeks to get cable set up and you have to wait 4 hours at home for techs to arrive. their scheduling sucks.
12. internet goes fast in the middle of the night but slow quite often with long pauses just to get to kc.rr. dns servers & rr mail system.
13. they don't notify you when a scheduled maintenance happens, yet bombard you with junk mail and their commercials. Poor customer service!
14. there is no reason to trigger multiple ems tests to the subscriber. do it at the office. the subscriber will let you know if the cable is down. There is no ems equipment is on the pole or unit locations. don't give me the required baloney.
15. doesn't do any good to advertise higher internet speeds when they can't deliver it consistently.
16. The new software should allow channel skipping! no need to harass you via nagware making you think your missing something. IF YOU BLOCK THE CHANNEL IT SHOULDN'T SHOW UP AT ALL. IT'S HARASSMENT MAKE YOU KEEP CLICKING OVER UNWANTED CHANNELS!
17. QUIT HAVING MULTIPLE CHANNELS OF THE SAME PROGRAM.
18. No need for mayor's propaganda being played over and over and over. should be a limit to the number of replays
19. All free and verticle company satellite channels should be noted and provided as an option. NOT INCLUDED AUTOMATICALLY WITH ANY PACKAGE.

I got a new cable box and the problems were the same. I complained every time i paid my bill and problems were never corrected. The technicians were fine during the install. The customer service reps were fine at the office. ONLY ONE lady was snotty at the office. I complained about the hours my cable box was rebooting and no service. I informed her they should quit sending junk mail telling me how good the new system was and go watch tv. I bet if they were paying for their cable, instead of getting it for free, they would be complaining also.

I RETURNED MY SECOND DIGITAL BOX AND RETURNED TO BASIC? CABLE AND INTERNET \$120.00 A MONTH WHAT'S MY SIGNAL STRENGTH?

I REALLY THINK THE CABLE BOARD ARE PUSSYS AS THIS SHOULD NEVER HAVE HAPPENED. ANY CHANGE TO THE SERVICE MUST BE APPROVED BEFORE IMPLEMENTED! TEST DRIVE COX CABLE INTERNET AND COMPARE TO TIME WARNER;)



"lrc" <lrc@neb.rr.com>

04/13/2007 02:12 AM

To "Unick, Eugene" <Eugene.Unick@twcable.com>

cc <cic@lincoln.ne.gov>

bcc

Subject Re: Time Warner Cable Navigator Service

Thank you for your response.

your signal quality is low as N/A was channel title during searches and on demand requests at my house. I complained each time i paid my bill and was insulted by one lady. i told her to fix the problem and not send me letters telling me how good the new system was. Apparently nobody in management watched cable tv. you have too many duplicate entries. You try to give the customer a perception of many channels when in fact multiple copies of the same channel just require more clicking through the SLOW menus. someone should have calculated processor demand on OLD cable boxes by the new software. your upgrade is like putting windows xp on a ibm xt computer!

Both dish network and direct tv do not show unwanted/blocked channels. your constant harassment, by advertising channel 101 or 110 whatever it is, for some lincoln RERUN baloney, (my tv can't get the channel, is an example of your marketing dept's stupidity). advertise on the digital boxes not the tvs that can't get it. THAT IS NAGWARE MENTALITY! If you advertise it as free public service, then you must provide a free digital box to receive it or discount my monthly fee for discriminating against me. lastly; you need to notify people of intended outages and service interruptions BEFORE they happen. I pushed software upgrades to computers on networks for years and it's not hard to notify your users ahead of time.

your service people are some of the best customer helpful people in cable. You can be proud of that. I just wish your cable box was of the same quality.

unless your digital navigator is returned to the old style with improvements, or your new product allows blocking of unwanted channels, and does not require you to click over the non favorites, we have nothing to discuss.



Luvzbluez@aol.com
05/16/2007 10:10 PM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: Time Warner

Unfortunately in Lincoln if you want to be able to watch more than a few stations, you have very few choices. My choice was to go with Time Warner, I've been a customer for a very long time.

When they started the transfer progress from Passport to the "new and improve" service, I've had nothing but trouble, I've called several times, and have gone in, all I was ever told Reboot it. I've rebooted so many times, put new batteries in the remote and still had problems, Half pictures, not recording, or recording just the first 3-4 minutes of the show. slow changing of channels, I got tired and finally took the dvr box on April 21st, and went with just basic cable, for which I'm still paying 60 bucks a month. Which in itself is ridiculous. A rebate would be nice, to the very least, the cost of the DVR, digital tier, and remote should be reimburse. I am wondering though if I will be able to receive a rebate since I no longer have the service. I won't resubscribe, until I'm guaranteed better service.

Teena Gordon
2433 D Street Apt 2
435-2341

See what's free at AOL.com.



"Randy Vermaas"
<lvermaas@neb.rr.com>
05/17/2007 09:07 PM

To <cic@lincoln.ne.gov>
cc
bcc

Subject Time Warner Cable (TWC)

When TWC first changed to Navigator, we had to change out both cable boxes and several remote controls. Initially things were better. Things have only gone downhill for us at the same time TWC says things are improving. We have had to reboot numerous times. Then there are the times you are in the middle of a program and the thing decides to reboot itself. The guide frequently will not work beyond today's programming. We have lost HD stations on several occasions. Programs being recorded on DVR sometimes do not get recorded at all, or only for a portion of the time designated. When replaying recorded shows, many times there is artifact in picture and/or sound that makes it difficult to follow your show, missing scenes for up to 5-10 minutes at a time. At first, we called TWC each time there was an issue, thinking that they might be trying to track issues so that they might be resolved. We have never been compensated for our lack of service. And after hearing the same excuses over and over, we have quit calling. The article in Wednesday's (May 16) Journal Star indicates that many people have been compensated and that TWC intends only to further compensate people who have called in with continued issues. The 'squeaky wheel gets the grease'. If I were to call each time I had an issue, I would be on the phone several times a week, and sometimes several times in a day. You have to hold several minutes before you get to talk to anyone, and then you don't always get your issue resolved. I don't have time to sit on the phone that often. I am sure that I am not alone. How can TWC know who is having issues and who is not? If everyone called everytime there was something wrong, I am guessing that their phone lines would be jammed. There are those of us who have given up trying, because nothing has come of it so far. I do not believe that across the board compensaton for TWC customers is asking too much. I would think that it might actually be a fairer and more inclusive way to go.

Thank you,
Lisa VerMaas



"Navratil, Mark"
<Mark-Navratil@cdolinc.net>
03/28/2007 03:33 PM

To <cic@lincoln.ne.gov>
cc
bcc
Subject Time Warner Cable issue

Hello,

I would like to add my comments to the advisory board concerning TWC services. Here are the areas I most noticed areas of declining television performance when the new system was introduced. I am sure most of these have already been mentioned but I simply wanted to state what occurred with my own experience. I believe I was sold an inferior product at a top dollar price and with no recourse other than drop my cable completely. With no other option (besides Dish) I kept my poor service and accepted the problems.

1. My High Def programming quality experienced repeated pixel errors, picture freeze, black-out and rainbow effects. This did not happen with the old system.
2. DVR, on occasion, did not record pre-set programs. Also, would begin recording late or shutting off early (thus missing programs).
3. Live television programs (as in Primetime viewing), on occasion, contained video but no audio. Other times audio but no video.
4. The new "Menu Screen" is plain, basic and contains less information than the old system.
5. In the beginning, I noticed a visible drop off in color of the HD programming. Now I am so use to the new system I cannot remember what the old HD picture looked like.

I have other issues too (as in the price, lack of service, denial of problems, fooling the public, etc.) but all of these have been addressed. I would truly like to see competition in this market place. I think the problem I have listed have slowly been resolved one by one. Some still exist. I am just disappointed with TWC charging me full price each month while being used as a guinea pig. I believe the rate should have been reduced while this trial period was under way. I must admit, the one thing that did not change was the arrival of their bill and its amount each month. Thank you!

Mark Navratil



"Mark Rupp"
<markrupp@inebraska.com>

03/28/2007 12:55 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner's new programming guide

If I lived my life in front of the TV maybe it would be a bigger issue to me but I don't see what all the fuss is about. It works fine for me -- sure it's different and I miss a few features I had with the old guide but I'm liking some of the new features, particularly caller-id on screen. The old guide did not have that as well as a few other new features. I think most people don't like change. I'm surprised it would provoke a city hearing. The folks that are unhappy with Time Warner should just change to Direct TV.

Mark Rupp



maryherres@aol.com

05/17/2007 10:52 AM

To hfriedman@friedmanlaw.com, dbehlen@yahoo.com,
dgonzolas@lincoln.ne.gov, cguillaume@ci.lincoln.ne.us,
shuggenberger@ci.lincoln.ne.us,

cc

bcc

Subject Re: Cable Advisory Board

Since I won't be at the meeting this evening, I wanted to bring to everyone's attention that I have heard from quite a few people, including my new general manager, that their cable is still not working.

My daughter has had difficulties with her whole service since June of 2006. Seems that the area she lives in (84th & Hwy 2) has temporary fiber cable and they finally came out to her house yesterday to begin laying the new "permanent cable" in the area. Her house is 15 years old. They have documented every call and every technician that has come out to the house in the last year. Great customer service. They have 3 dvr boxes, none work properly, 1 hasn't worked at all and has been replaced over and over again. TWC told them they would credit them back to June and until it got fixed, but she received a \$150 bill yesterday. Her name is Kate Herres and she lives at 8035 Amberhill Rd.

My general manager just moved to Lincoln last month, got the navigator service and it failed. He has no other option but TWC because he is living in a condominium that has covenants against having dishes, so he believes that people in his position should have the ability to have another option of cable services. He is the general manager of engineering at NET.

As discussed last week at the meeting and will be discussed this evening, I think April as a deadline for reimbursement due to failed service should not be included. I feel TWC still has the obligation to their customers to make all of the services they provide work correctly with a 50% reimbursement of the total cable bill. Herb was right, the rest is just a slap on the wrist and will not do anything to deter TWC from taking advantage of Lincoln customers in the future.

Mary Herres
Evaluation Services
Evaluation Associates
Nebraska Branch
5101 Newton
Lincoln NE 68506
402-617-2089



"Mary Michel"
<marymichel@alltel.net>

03/29/2007 05:19 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Cable service

If I called them every time my cable recordings were messed up I would be calling every day. Some shows record, some don't and there seems to be no rhyme or reason to it. The series manager says it is there, but no recording. I have called several times and all the fixes have been tried repeatedly. I feel sorry for the technicians. I want reimbursed the the cost of this "no service" service and I don't want to pay for it until it is fixed. Seems Time Warner was penny wise and pound foolish.

Mary Michel
5825 Berkeley Dr.



JCookCC@aol.com

03/16/2007 03:37 PM

To: CGuilliaume@ci.lincoln.ne.us

cc

bcc

Subject: Fwd: Navigator Mary Pat Miller

History:

➡ This message has been forwarded.

Please forward this to Cable TV Advisory Board members. Thanks.

Jonathan

AOL now offers free email to everyone. Find out more about what's free from AOL at <http://www.aol.com>.

Return-Path: <marypat@inebraska.com>

Received: from rly-mc06.mail.aol.com (rly-mc06.mail.aol.com [172.20.118.148]) by air-mc04.mail.aol.com (v114_r3.4) with ESMTP id

MAILINMC44-6dc45f93416222; Thu, 15 Mar 2007 07:55:21 -0400

Received: from netinfo.ci.lincoln.ne.us (ftp.ci.lincoln.ne.us [199.48.10.68]) by rly-mc06.mail.aol.com (v114_r3.4) with ESMTP id

MAILRELAYINMC62-6dc45f93416222; Thu, 15 Mar 2007 07:55:02 -0400

Received: from mail1.ci.lincoln.ne.us (mail1.lincoln.ne.gov [192.168.129.37]) by netinfo.ci.lincoln.ne.us (8.13.1/8.13.1) with ESMTP id I2FBs78U021232

for <jcook@lincoln.ne.gov>; Thu, 15 Mar 2007 06:54:07 -0500

Received: from duck.inebraska.com ([199.184.119.18]) by mail1.ci.lincoln.ne.us with InterScan Message Security Suite; Thu, 15 Mar 2007 06:53:33 -0500

Received: from MPCOMPUTER (69-23-135-211.cable.inebraska.com [69.23.135.211]) by duck.inebraska.com (Postfix) with SMTP id

2854E2EC62A2; Thu, 15 Mar 2007 06:54:57 -0500 (CDT)

Message-ID: <006101c76709\$7ce99d40\$6401a8c0@MPCOMPUTER>

Reply-To: "Mary Pat Miller" <marypat@inebraska.com>

From: "Mary Pat Miller" <marypat@inebraska.com>

To: <patrick.honeycutt@twcable.com>

Cc: <jcook@lincoln.ne.gov>

Subject: Navigator

Date: Thu, 15 Mar 2007 06:54:44 -0700

I tried to use the on line form at your website to report an on going problem with Navigator. Should I be surprised that this form doesn't work and I was directed to your e-mail? I believe that more than once your management encouraged their subscribers to use this form - but just like Navigator it DOESN'T WORK.

I am reporting two complaints - and I want this registered with your company as complaints and expect an answer to this e-mail.

1) When are you going to fix the clock? When you use the guide to record a program you get the end of the previous program but miss the end of the program you are recording. This is most annoying.

2) With the old Passport system I was able to select first run only programs. From the beginning this is not working with MSNBC programming and

I have reported it from the first day I got what you call - UPGRADED to Navigator. Upgrades are suppose to improve your service - did you know that.

Yes it works to record some programs as first run only but not on MSNBC. Is this because Time Warner owns CNN and you are trying to sabotage competing programming?

It should be noted that it is not my individual box that is causing these problems - it is happening to everyone else that I know that have these boxes.

Mary Pat Miller
2326 Saint Thomas Drive
Lincoln, NE

cc: Jonathan Cook
Lincoln City Council



JCookCC@aol.com
03/16/2007 03:38 PM

To: CGuillaume@ci.lincoln.ne.us
cc
bcc
Subject: Fwd: Time Warner's E-Mail Doesn't Work/ Mary Pat Miller

History: ➡ This message has been forwarded.

Please forward this to Cable TV Advisory Board members. Thanks.
Jonathan

AOL now offers free email to everyone. Find out more about what's free from AOL at <http://www.aol.com>.

Return-Path: <marypat@inebraska.com>

Received: from rly-mc03.mail.aol.com (rly-mc03.mail.aol.com [172.20.118.145]) by air-mc03.mail.aol.com (v114_r3.4) with ESMTP id MAILINMC32-11545f937b32e6; Thu, 15 Mar 2007 08:10:38 -0400

Received: from netinfo.ci.lincoln.ne.us (ftp.ci.lincoln.ne.us [199.48.10.68]) by rly-mc03.mail.aol.com (v114_r3.4) with ESMTP id

MAILRELAYINMC37-11545f937b32e6; Thu, 15 Mar 2007 08:10:28 -0400

Received: from mail1.ci.lincoln.ne.us (mail1.lincoln.ne.gov [192.168.129.37]) by netinfo.ci.lincoln.ne.us (8.13.1/8.13.1) with ESMTP id I2FC9ae8021645 for <jcook@lincoln.ne.gov>; Thu, 15 Mar 2007 07:09:36 -0500

Received: from duck.inebraska.com ([199.184.119.18]) by mail1.ci.lincoln.ne.us with InterScan Message Security Suite; Thu, 15 Mar 2007 07:09:03 -0500

Received: from MPCOMPUTER (69-23-135-211.cable.inebraska.com [69.23.135.211]) by duck.inebraska.com (Postfix) with SMTP id 0D25418BE1A48for <jcook@lincoln.ne.gov>; Thu, 15 Mar 2007 07:10:26 -0500 (CDT)

Message-ID: <00a401c7670b\$a7673ad0\$6401a8c0@MPCOMPUTER>

Reply-To: "Mary Pat Miller" <marypat@inebraska.com>

From: "Mary Pat Miller" <marypat@inebraska.com>

To: <jcook@lincoln.ne.gov>

Subject: Time Warner's E-Mail Doesn't Work

Date: Thu, 15 Mar 2007 07:10:14 -0700

I just wanted to clarify this message.

You are directed to this e-mail from the TW site and the e-mail to register a complaint that their site isn't working doesn't work either.

----- Original Message -----

From: "Mary Pat Miller" <marypat@inebraska.com>

To: <jcook@lincoln.ne.gov>

Sent: Thursday, March 15, 2007 7:02 AM

Subject: Fw: Undelivered Mail Returned to Sender

> OH LOOK MR COOK

> The e-mail address you are suppose to send complaints about their site doesn't work either!

> Mary Pat Miller

>

> ----- Original Message -----

> From: "Mail Delivery System" <MAILER-DAEMON@duck.inebraska.com>

> To: <marypat@inebraska.com>

> Sent: Thursday, March 15, 2007 4:55 AM

> Subject: Undelivered Mail Returned to Sender

>

>> This is the Postfix program at host duck.inebraska.com.

>> I'm sorry to have to inform you that your message could not be delivered to one or more recipients. It's attached below.

>> For further assistance, please send mail to <postmaster>

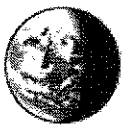
>> If you do so, please include this problem report. You can delete your own text from the attached returned message.

>> The Postfix program patrick.honeycutt@twcable.com: host mail.twcable.com[204.235.121.152] said:

550 Mailbox unavailable or access denied - patrick.honeycutt@twcable.com (in reply to RCPT TO command)



- Delivery report.dat The City of Lincoln/Lancaster County mail server has removed the file Navigator.eml from this message because it violated our content security policy. If this is a valid file, contact the sender and have them rename it with an extension of .cty. Example: filename.cty If the file is a ZIP file, then it is best to have the sender password protect the file, otherwise it may still get blocked even after zipping the file. If you need assistance with this, call the help desk at 441-7100 or send an email to: nethelp@ci.lincoln.ne.us



"Matt Hier"
<mattinlincoln@gmail.com>
>

04/17/2007 03:26 PM

To navigatorhelp@neb.rr.com
cc cjc@lincoln.ne.gov
bcc
Subject Navigator Issues

To Time Warner's Navigator Team:

Issue #1: I was just playing around with the latest software. I like the new placement of the NEW or REPEAT indicators in the guide, but the information you're using to fill it isn't accurate. Every repeat of last Sunday's Sopranos and Entourage are listed as new. The 7:00 (central) Comedy Central replays of the previous day's Daily Show and Colbert report are listed as new. The week's replays of VH1's Charm School are all listed as new. The 11:00 (central) replays of Larry King on CNN are listed as new.

What good is providing this information if it isn't accurate? If I were to set a series recording for every new episode of The Sopranos, I'd have recorded every single replay this week.

Issue #2: On your recorded show list, when you highlight a show and hit INFO, the show information from the guide is truncated. So the end of the show's description is just cut off.

Issue #3: In Passport, you could select a show that was already recorded and move it up and down the list to determine which would get deleted first. This was separate from the option to "protect" a show from deletion. For example:

I have a list of recorded shows:

- CSI
- Grey's Anatomy
- The Office

In this example, if I were out of space, this episode of The Office would get deleted first to make space for a new recording.

In Passport, I could rearrange this list, moving The Office up:

- The Office
- CSI
- Grey's Anatomy

Here, my episode of Grey's Anatomy would get deleted first if I was out of space. Navigator does not yet have this feature. Your response might be that you can just select a show and tell the DVR not to delete it automatically. That is a completely different function. Passport had both features.

Issue #4: In the page on your website, the following sentence is used: **Our objective has always been to provide our Nebraska customers with tools that help them navigate through and personalize the wide variety of programming and information they receive from us.**

If this is truly your objective, then why do we still not have the Passport feature of deciding which channels appear when using the channel up and down buttons. So when I'm "channel surfing" I don't have to scan through over one hundred channels I don't subscribe to. As I have repeated every time I've written about this, this was a separate feature from the Favorites list that had separate functionality. It would be nice to actually be able to hide these channels in the guide as well like with the satellite companies. If you can move our "favorite" channels to the top of the guide, why can't we hide the channels we don't subscribe to? In my opinion, it would certainly help personalize the programming I receive from you by not having to scan through all of the stuff I don't pay for.

Issue #5: In a January letter Beth Scarborough sent to subscribers, she said "...the Navigator display will include new, easier to read, high resolution colors and fonts along with more extensive and complete programming descriptions." It's three months later and still no new easier to read high resolution colors and fonts.

It has been over five months since Navigator was rolled out to my DVRs and four months since my DVR fees increased. Five months later, I'm still missing functionality that was provided in Passport on top of lacking the features promised by the division president.

Each day since December 7, 2006 I have been putting up with a subpar product at a premium price. I feel I've been more than patient and just found out that Dish Network is no longer charging an upfront fee for their HD-DVR, one of the few reasons I was sticking with Time Warner.

What features are going to be added in the second update advertised as coming in the next several weeks?

Matt Hier

Still disappointed Time Warner customer



"Matt Hier"
<mattinlincoln@gmail.com>
03/29/2007 02:26 PM

To: cic@lincoln.ne.gov
cc:
bcc:

Subject: Time Warner Issues

I would like to submit the following issues that were available in our Passport software, but have not yet been implemented in Navigator.

1. When you press LIST to look at your list of recorded shows, in Passport, you could select a show and move it up and down the list to determine which would get deleted first. This was separate from the option to "protect" a show from deletion. For example:

I have a list of recorded shows:

CSI
Grey's Anatomy
The Office

In this example, if I were out of space, The Office would get deleted first to make space for a new recording.

In Passport, I could rearrange this list, moving The Office up:

The Office
CSI
Grey's Anatomy

Here, Grey's Anatomy would get deleted first if I was out of space. Navigator does not yet have this feature. Time Warner's response might be that you can just select a show and tell the DVR not to delete it automatically. That is a completely different function. Passport had both features.

2. In Passport, you had a menu option for channels that were "skipped" when you "channel surfed." So, when using the channel up and down button, you could bypass all of the channels you didn't subscribe to. Granted, they still showed up in the guide, but if you were simply channel surfing, you didn't have to go through all of them. For example, if I was flipping through the channels, I wouldn't have to flip through all of the movie, sports, and ethnic channels I didn't subscribe to. Once again, I can foresee Time Warner's response, that they have the Favorites Channel feature, where channels you designate as your favorites will show up at the top of the guide. This is not the same functionality.

In a related note to number 2: Although not directly related to Navigator, perhaps you could ask why Time Warner doesn't have the same feature that Dish Network and DirecTV have, where you have the option of only seeing the channels you subscribe to in the guide. Heck, even on my old analog TV with basic cable, I could pick and choose which channels I could flip through. I just deleted the shopping channels and didn't ever have to see them. Once I got a digital box, I lost this functionality. If Time Warner can put all of my "Favorites" on the top of my guide, why can't they remove the channels I don't subscribe to if I don't want to see them in the guide?

3. A bug in the recording: If I schedule a recording on a local HD channel, the guide also highlights the show in red on the analog equivalent. This is a bit difficult to explain, but say for example I set a timer to record CSI on channel 111 at 8:00 tonight. When I scroll through the guide, CSI on channel 111 is shown in the color red to indicate that I'm recording it. The problem is that when I scroll down to channel 11, the analog counterpart to HD channel 111, it also shows that show in red being recorded. This is not true, however. I'm recording it on channel 111, not channel 11. These are two separate channels. This never happened in Passport.

4. Another issue having nothing to do with Navigator, but as long as you're asking Time Warner questions, I'd like this addressed. On page 17 of their "The Power of You" brochure that was sent to customers, they state "When you're ready to test the HD waters, we'll make it easy. Unlike our competitors, we include access to all local broadcast stations provided in high-def." This statement is untrue because we do not receive KXVO channel 15 in HD. When I inquired about this, Time Warner claimed that KXVO was not yet broadcasting in high def. This is untrue. The engineer at KXVO informed me that they have been broadcasting CW programming in high def since September of last year, at full power which can be received in Lincoln.

If you have any questions, feel free to contact me. Thank you for looking into Time Warner, although I doubt anything will get done about these issues. Call it my 20-something cynicism of big business and government, but I'd welcome you to prove me wrong.

Matt Hier
Unhappy TWC Customer



Matt Ross
<mattross79@yahoo.com>
03/27/2007 01:33 PM

To: cic@lincoln.ne.gov
cc
bcc

Subject: Time Warner Cable Problems

For what it's worth, I just wanted to express my dissatisfaction with Time Warner's cable box service. I have experienced extreme delays in response time, both within the guide and also when trying to fast-forward or rewind a recorded DVR show (There have been times where the delay has been so bad, that when fast-forwarding through the commercials the cable box won't respond to "play" in time and the **entire show** will be fast-forwarded through.) Sometimes the only way to fix these problems (in the short run) is to turn the cable box off and on and let it reboot...needless to say this is an inconvenience.

Many other changes, while seemingly minor, have taken the program in the wrong direction... Things that come to mind include the change where when we press play the system no longer rewinds a small amount before beginning to play... also the icons that used to show how much longer a program will be saved have been replaced by other icons that are much less useful.

After talking to my friends and family, I can't tell you one person who has been satisfied with the current program, and I'm sure you will find that many other users across the city feel the same way. Thank you for your time and consideration, I hope that the voices of Time Warner Cable subscribers will be heard.

Matt Ross

We won't tell. Get more on [shows you hate to love](#)
(and love to hate): [Yahoo! TV's Guilty Pleasures list](#).



"Maggie"
<mblazek@alltel.net>

03/29/2007 09:08 PM

Please respond to
"Maggie"
<mblazek@alltel.net>

To <cic@lincoln.ne.gov>

cc

bcc

Subject TIME WARNER COMMENTS

3-29-07

I would like to comment on the trouble that we have experienced with our service with Time Warner. We have lost so many programs that we were looking forward to watching. We had to reboot the system numerous times. This is the suggestion given by Time Warner's customer service.

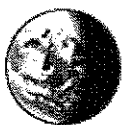
I feel this company should be giving credit for the service that was paid for and not received. The price of our bill keeps increasing every month and the service, is not getting better!!!

Thanks,

Tom and Maggie Blazek

mblazek@alltel.net

402-488-1683



"Monica Bowers"
<mbowers@dbindt.com>

05/16/2007 09:10 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner

I have had many issues with the DVR box. My box makes live tv somewhat pause or blank out for a moment and the remote is slow to respond to the box and I had previously called Time Warner Tech Support. Not once was I told that this was an issue most customers were having, it was just reboot and if that doesn't fix it call back. The first I heard about this issue was through the Lincoln Journal Star. It is pretty pathetic that the cable company doesn't have the nads to let us customers know they are having problems with the program they run, but they left it up to the newspaper. I quit calling because obviously there is no point on waiting on the phone if the problems aren't going to get fixed anyway. Why waste my time. Instead our family has just dealt with the issue and I believe Time Warner should compensate their customers (all of them, not just the ones who called to bitch, but everyone of them that use the boxes that are having problems). I don't know where they get off saying they will refund on a case by case basis because they didn't give out crappy boxes on a case by case basis. Everyone who has one of those boxes has problems and because we have just found better things to do with our time then spend a half an hour on the phone with tech support which gets us no where doesn't mean we aren't just as frustrated.

I get really tired of the attitude that the ones that spend the time to make someone else feel bad can have compensation, but those of us that realize we won't be targeting the correct person anyway on the phone and what a waste of time it is don't. This is a problem all of the customers are having, not just the ones that gripe and complain.

NOT A HAPPY CUSTOMER

Monica



Mike Carpenter
<mcarpenter@neb.rr.com>
03/26/2007 04:29 PM

To CGuillaume@ci.lincoln.ne.us
cc
bcc

Subject Re: Time Warner Cable Performance Evaluation Public Hearing

History: This message has been forwarded.

Dear Connie,

Thank you for contacting me on this important issue. Unfortunately, I will be out of town tomorrow and will not be able to attend the hearing in person. In lieu of my personal attendance, I have submitted my response to your questions below.

Have you previously had problems with Time Warner Cable services, including Navigator?
From the time of the conversion (several weeks) until to the latest upgrade (a couple of weeks ago), Navigator was operating continuously in a degraded mode. I frequently experienced frozen menus and significant delays to my input request using the supplied equipment. Additionally during this same time frame I experienced significant bandwidth problems with my Time Warner Internet Service. The problem was to the extent that I could not send a small attachment with an email. I spoke with several friends in different parts of the city and they indicated that they were having similar issues. I performed speed tests on an almost daily basis as a means of documenting the results. The site I performed the tests on was the same site their own technicians recommended when I contacted them. One additional question that needs to be investigated is: Was this a regional problem that affected 1000's of customers?

Are you currently having problems?

Problems are far less frequent but I was watching TV this weekend and for a few seconds the screen went blank and I received a "Poor Signal" message.

Have you had customer service problems?

Yes, I contacted the Lincoln office several times and eventually asked speak to the manager. I was given the tech support supervisor and when I was not satisfied with the support I was receiving from him I attempted to escalate to the manager. I was told the supervisor was the senior representative in the office and was not allowed to escalate the problem to the manager. I was so disappointed, I filed my first ever complaint with the Better Business Bureau. The Better Business Bureau contacted me following the week long upgrade and restoration of my service asking if my issue had been resolved. In the body of their email, the Better Business Bureau included the response from the local TWC Manager regarding my case. The information the manager provided the Better Business Bureau was inaccurate. The manager tried to assign the fault on my wireless access point. This simply was not true. Repeated tests were completed both over the phone and onsite by the technician both directly from the cable modem and wireless access point. The test results achieved identical results from both the cable modem and wireless access point. In all cases my upload speeds averaged 20X less than advertised and upload speeds were 10x less than advertised. There was a point at the very end of the service call where the modem and access point did require a hard reset. Any technician worth their salt will tell you this is a frequent occurrence and is done as a matter of practice by most technicians. I am an experienced IT Executive with more than 20 years experience managing Fortune 50 and 500 IT operations and was less than impressed with the service. Although I observed that the replacement of a few connectors in my home made some minor improvements I knew that most of the issues were upstream from my home. The tier 3 support person I worked with in the regional office confirmed that others in the neighborhood were showing signs of poor signal as well. On top of that, friends in another part of the city living more than 5 miles away were having the same experience. Was this a coincidence? In any event, I have managed large technical support centers and network operations for several publicly traded corporations. I have to say that I was both shocked and appalled with TWC's unresponsive service and the lack of integrity exhibited in at least two interactions with me and the information they provided the Better Business Bureau. In the companies I have worked for it would have been grounds for

immediate dismissal of all parties involved.

Have those problems been adequately dealt with?

For the short term, the majority of issues seems to have been resolved. Although, I believe we will continue to have problems with Time Warner Cable as a community. Based on my recent experience I do not believe that management was honest with us in what was really going on. This will take effort and will be difficult to prove. The fact that one of their managers replied to the Better Business Bureau with less than factual information in my case is disturbing. In my opinion, the internet service issue I encountered is as big, if not bigger, than the problems originally identified with the Navigator product. Many business people like myself rely on this service daily and need a service provider we can trust. Windstream's service is more consistent but currently they do not have the throughput to most homes to compete city-wide. We need competition in this market. With Verizon coming to town, we have the opportunity to grow and attract even more technology business to our community. We cannot afford to miss this window of opportunity and will not be able to support the additional growth if we do not have an affordable and reliable internet communications infrastructure.

Did you receive fair compensation, or what do you believe would be fair compensation?

I was compensated for my disruption of service, but know of others who have not been. Most importantly, I am not satisfied that the underlying issue has been resolved and I am very concerned about what the future holds as a result of the actions and inactions of TWC Management on these issues. My recommendation is for the advisory board to charter an independent investigation by an experienced but neutral third-party with the goal of providing a full disclosure and recommendations to resolve these issues. Additionally, it is my belief that we must seek competition in this market to insure that the critical infrastructure of our community is not subject to any further manipulation or disruption in service by a single company. This is clearly one of the most important issues for our community. This is not just a decision about entertainment but one about home office and high tech job growth in Lincoln. Let's do the right thing for the future of our community and take the opportunity to not only address these issues but insure we have the right foundation in place to support future growth.

Thank you for your attention in this matter.

Respectfully,
Mike Carpenter



MCASSNER@neb.rr.com

03/27/2007 09:34 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Navigator Complaints

To whom it may concern:

I too have had many issues with the new Navigator system with Time Warner. In early February, I had a Time Warner Associate at my house one day a week for 3 weeks straight. My husband and I bought a new TV in December with HD capabilities so we upgraded our Time Warner service to include HD. We went and got a new HD DVR box and since that time, we have had issue upon issue. One of the problems we have had was the quality of picture on the HD channels. We would be watching tv and it would pause and almost have like a time pause delay. We would then go to the regular channels and those channels were very fuzzy. I called twice and reported it and they sent a guy out each time. Finally the second time it appeared to be fixed, either by the technician or by an upgrade.

Our second huge problem that still occurs is that the box will just automatically shut down and reboot itself. We were told by a service rep that this should not happen and we took the time to go get a new box hoping that this would fix the problem. We are still experiencing this concern, though, not as often as before.

My last problem is still ongoing and is my biggest gripe. We are paying to have the HD converter to be able to watch HD tv. When I try to record on the HD channels, it also records on the lower channel, thus taking up both of my recordings and forcing us to watch the same show we are recording. We normally only record CBS channels so we can record channel 3 and it not affect HD but on Monday's I want to record ABC and both 7 and 8 are also HD channels so I am unable to record ABC at all if I want to watch a different show. I have called and reported this twice and they say they have sent it to engineering and they are unsure on how to fix this problem. Why do I have to pay for the HD converter when I am unable to even record these channels? Time Warner has no problem billing me monthly for my \$118.00 bill when I am still not receiving the service that I so deserve and that I so pay for. Why should I have to pay for something that I have had nothing but problems with a nd for a service that is inadequate and just inconvenient? It would be nice if this town would get a competitor cable company to come to town and then we would see how fast Time Warner would get their stuff fixed. I can guarantee you that a lot of people I know would go to that other company in a heart beat. A lot of my friends now, including my husband, are considering going to Satellite TV. I would appreciate some sort of compensation for the months of crappy service from Time Warner, and I don't want free movie channels, I don't watch movies. Several months of free Cable service would be greatly appreciated and would go a long way to show that they really do care about the customer.

Thank you for your time and consideration in this matter. It is nice to see that something is being done about this ongoing problem.

Amy Cassner
3109 N 41st
Lincoln, NE 68504
402-440-6986



"Mike Cintani"
<mcintani@hotmail.com>

03/27/2007 04:14 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Navigator Update

To Whom It May Concern-

I would just like to add another voice of displeasure to those who were dissatisfied with their service from Time Warner. When the software was updated, my DVR became nearly unusable. I experienced the same problem as many others. When I would press a button to access a channel, or a program, it would take anywhere between 30 seconds and 5 minutes for the box to respond. Further, whenever I tried to navigate a program using fast-forward or rewind, the problems made themselves more apparent. Sometimes, it would not start fast-forwarding for minutes at a time...and when it did, I couldn't stop it. It made having a DVR more of a hassle than a convenience. These problems persisted for weeks. I never got a chance to complain because every time I tried to call, I would be on hold for too long.

Truthfully, I am not the type of consumer to complain about much. I understand that with every service, there is a risk of problems. That is fine if you are talking about something on a small scale, like poor service at a fast-food restaurant. This is very different. I pay Time Warner over \$160 per month for their services, at least \$100 of which is television-based. I even pay a premium for HD service and DVR service. During these long weeks, this service was not delivered. As a matter of fact, Time Warner's service became an additional stressor in my life (which no one needs). I, for one, hope and expect to be compensated for it. I

know I am not alone. I never thought I would consider switching to satellite television service, but until the software glitch was fixed, I was on my way.

All this aside, there should be some sort of punishment levied against Time Warner Nebraska for allowing to have their software beta-tested on the general public. I understand that it was tested on employees first, but that is hardly a comprehensive test to warrant a release to the general public without their knowledge. As a result of this, Time Warner has severely damaged its good name among its customers here in southeast Nebraska. Until this happened, I had always been happy with the service they provided. Now, I will always wonder if I'm getting what I pay for. That is, until I switch to Windstream...

Thank you for your time!

Mike Cintani
Time Warner Subscriber

Interest Rates near 39yr lows! \$430,000 Mortgage for \$1,399/mo - Calculate
new payment
<http://www.lowermybills.com/lre/index.jsp?sourceid=lmb-9632-18466&moid=7581>



"Mike"
<mcutshall@neb.rr.com>
03/27/2007 05:02 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Advisory Board Meeting

As I am not able to attend the public meeting tonight due to work I would like to explain my problems with Time Warner. I first would like to thank the Cable Advisory Board for looking into this problem regardless of what some City Council Members voted. Repeated calls to Time Warner have not had any effect at all. I have called them on a number of occasions with my DVR problems and was always told to reboot my system. This never fixes the problem and now I find some of the more vocal Time Warner customers have gotten refunds and credits. Why was this never offered to all of us. I don't feel I should have to get angry and vocal to get what other customers have gotten. This system is not working correctly and should have never been put on the system without much more testing being done! I think all of us that have put up with this should get a credit.



"Vicki Melton"
<meltonv@midlandspkg.com>
>

03/29/2007 12:01 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject time warner cable

My DVR service has been terrible. I schedule shows, but when I go to check they weren't recorded. When I go to check to see if they are scheduled, they are. I called technical service and they told me to set 'record show' instead of 'record series.' I tried that and it didn't work either.

They said they're going to credit me with three months DVR service. I paid for and received credit for a service that was NEVER delivered.

I'm switching to dish network.

Vicki Melton
Midlands Plastics
402.464.9124



"Meredith Campbell"
<merejohn@ix.netcom.com>

05/17/2007 07:10 AM

Please respond to
merejohn@ix.netcom.com

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner problems

To the Cable TV Advisory Board:

My husband and I have not commented previously on Time Warner's poor service except in phone calls to the company. However, while I was reading the article about complaints in this morning's paper, CNN went off the air twice, which prompts this letter. The problems we have had over the past months include: constant rebooting of Navigator, interrupting shows we were watching; frequent unavailability of the program guide (which supplies much less information than the previous guide when it does work and makes it much more time-consuming to scroll through for future programs); sudden cessation of various channels, as happened this morning.

Clearly, the fact that Time Warner is allowed to be a monopoly in Lincoln is part of the problem; it has taken numerous complaints for the company to believe it needs to respond. It is very expensive to have Time Warner's "service" and I wonder whether having competitors in this market would bring down prices and improve what passes for service. In addition, there is apparently no limit on the amount of time the company is allowed to spend advertising itself in relentless Time Warner commercials.

I hope that you can be advocates for the citizens of Lincoln in this matter. Thank you.

Meredith Campbell
2001 B St.
Lincoln, NE 68502
435-7044
merejohn@ix.netcom.com



"Hudoba, Margaret"
<mhudo@allstate.com>
03/28/2007 10:20 AM

To <cic@lincoln.ne.gov>
cc
bcc
Subject Time Warner Cable Complaints

Hello,

I would like to voice my complaints about the Navigator channel guide. We have had nothing but trouble with it since it was installed. The problems include:

Shows not recording, or recording up until the last few minutes of a show and then cutting off before the show ends.

There is far less information about shows and movies. For example, the guide used to describe the type of movie it was (drama, comedy, etc) and gave a more in-depth description of the movie content. It would describe the actors, the movie rating, and number of stars the movie had. The year and stars were listed on the main page of the guide as well, now you have to go into each description to view the year.

When you select a channel as a favorite it actually removes that channel from the guide and places it into a separate list. This means you either can't have favorites or you have to select all channels as favorites so that you don't have two separate channel lists to scroll through. We also were able to preview our favorite channels from within the guide just to read the program descriptions, now when you try and do that it just takes you to the next favorite channel and you have to go back into the guide over and over again.

It is upsetting that we have lost so much functionality but have to pay the same price. In my experience, when customers are used as test market subjects they usually receive ample notice and some kind compensation or discount for putting up with all the problems.

There are many more minor complaints that I cannot recall. I have called them into Time Warner many times now though. One thing I would like to point out is that Time Warner recently commented that they are getting far fewer complaints now than before. All this means is that we have already called in with our complaints many times to no avail and are starting to give up hope that it will make any difference. It does **NOT** mean we are happier with the Navigator.

We have kept our business with them up until now with the assumption they would actually fix the problems, but have begun serious discussion about changing to a dish provider.

Thank you for your consideration,

Margaret Hudoba
Lincoln Resident
mhudo@allstate.com



Mitch Neddenriep
<mitchneddenriep@yahoo.com>

03/28/2007 08:18 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: TIME WARNER COMMENTS

To whom it may concern:

I have been a subscriber with Time Warner for quite some time now and have never had a problem w/ their customer service or their cable service in general. On the other hand, when they released the "new and improved" navigator last fall, all I have had is problems with my cable box. The box has freezed up multiple times (which has been fixed since the last update), my high-def channels don't always come in, and the whole guide is slow and unresponsive compared to the old one.

When I use to go to a channel on the old guide, it would be instantaneous, w/ the navigator it is a guessing game because I hit a button and then I have to wait a couple of seconds for anything to happen. I expected there to be problems when it first rolled out last fall, but I am beginning to grow a little impatient that all the problems have yet to be fixed. It's hard to justify paying \$140 a month for my Time Warner cable and road runner service when I don't get the kind of performance I got when I first signed up for Time Warner. It's also frustrating that there are no other cable providers in Lincoln, otherwise I could go somewhere else, so I guess I'll just cross my fingers and hope that something will change. The least the company could do is give customers a credit on their bills since I am paying the same amount every month for a service that is inferior to the service I use to have last year.

Mitch

Don't get soaked. Take a [quick peek at the forecast](#) with the [Yahoo! Search weather shortcut](#).



"Jeanen France"
<mjfrance@alltel.net>

03/24/2007 06:46 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner Cable

I am sick and tired of Time Warner Cable: their long lead times, their prices, the lack of customer support. They are the only game in town – in there minds why worry about customer service?? It is time the City of Lincoln took control of this monopoly!!!

Jeanen France



"Jeanen France"
<mjfrance@alltel.net>
04/04/2007 06:25 AM

To <cic@lincoln.ne.gov>
cc
bcc

Subject Time Warner Cable

I was out of town on a business trip March 27th and was unable to attend the public hearing regarding Time Warner Cable.

However, I would still like to offer my feedback:

We purchased an HD TV for Christmas and received the required digital box from Time Warner Cable. We are continuously having to reset the box (disconnect power – and wait for the unit to reboot). Initially this happened several times – especially on weekends on channel 117 – ESPN.

We still experience choppy pictures occasionally on channel 117 – as recent as Monday night during the NCAA men's basketball game. It is to the point the picture flickers on/off to the point of not being watch-able.

Attempts to call Time Warner Cable customer service would put me on hold sometimes for up to 20 minutes – to the point I would just reset the box.

I appreciate the City of Lincoln investigating this monopoly and the residents of Lincoln being subjected to the "beta" version of the new Navigator software.

Jeanen France



"Jeanen France"
<mjfrance@alltel.net>
04/27/2007 05:22 AM

To <leon.hansen@twcable.com>
cc <cic@lincoln.ne.gov>
bcc
Subject RE: Time Warner Navigator Guide

Leon—

I appreciate the time your technical staff promptly came to our house and replaced all cables and connection points bringing the signal into the house to the TV in efforts to eliminate problems we have been having with the new digital Navigator service.

However, we continue to have intermittent problems with the cable service. For example, this week there have been days and evenings when there was no signal at all on digital channels 112, 117 and even 107 last night. When I navigate to Channels 12, 34 and 7 the normal signal is present. On Wednesday morning around 9:30 with Channel 212 – the signal was chopping and breaking up to the point of not being watchable.

The continued support of Time Warner Cable to resolve these issues would be much appreciated.

On our phone call you had also mentioned 3 months compensation for the problems we have experienced with the new Navigator. I have not yet received notification on my Time Warner Cable bill that compensation has been received or applied to my account.

Jeanen and Mark France

From: Jeanen France [mailto:mjfrance@alltel.net]
Sent: Wednesday, April 04, 2007 6:28 AM
To: 'Hansen, Leon'
Subject: RE: Time Warner Navigator Guide

You can reach me on my cell phone at 402-429-5768 between the hours of 7:30AM and 5PM. You can leave a message if I am unable to answer and I will return your call.
Thanks!

From: Hansen, Leon [mailto:leon.hansen@twcable.com]
Sent: Friday, March 30, 2007 2:47 PM
To: mjfrance@alltel.net
Subject: Time Warner Navigator Guide

Dear Ms. France,

Recently you emailed the Cable Advisory Board about your experience with our Navigator service. I appreciate your taking the time to communicate these facts. Not everyone takes the time to write or even call; it allows us the concrete opportunity to more accurately examine equipment and software behavior and therefore serves to expedite the resolution process.

I want to personally apologize for the frustration and disappointment the Navigator has caused you. I'm hoping that I can speak with you about your specific issues. The email that you sent, however, did not include a phone number. Could I ask you to reply to this email and include a phone number and the best time to reach you. The time does not need to be during business hours. Whatever day and time is best for you.

In the meantime, I know that words don't have much weight in situations such as this, but I can tell you that major forces are focused and at work everyday to resolve the remaining problems; I can tell you that, as is demonstrated by our history, the objective for this product was and is to give our customers a superior product; and I can tell you that despite any inquiries about performance, we will continue to explore and think ahead so that our customers are never behind the curve; so that our customers continue to enjoy the benefits of having a communication company that looks to the future for the products it delivers today.

Leon Hansen
Network Engineering Manager
Time Warner Cable
5400 S. 16th Street
Lincoln, NE 68512
Phone 402-421-0384
Cell 402-617-7683



"Mark & Carol Johnstone"
<mjohnstone@neb.rr.com>
05/16/2007 10:44 PM

To <cic@lincoln.ne.gov>
cc
bcc

Subject Time Warner Navigator Problems

I do not reside in Lincoln, however, our small community is lucky to have Time Warner Cable provide excellent digital phone, television and computer internet service.

We subscribe to all of the services offered, including two DVR's which I wouldn't trade for anything. I must admit it was a change when the new Navigator was launched, but when I had a question or issue, a phone call to Time Warner was all that I needed to help me through any issues or problems. I personally think the City of Lincoln should be ashamed of the way they are treating a business that does so much for this community and the surrounding areas.

Do different internet or digital providers such as Windstream, Dish network or similar companies pay franchise fees and tax subscribers additional dollars on their bills to have service?

I believe the media and newspapers and the City of Lincoln have truly gone beyond limits with the blasting of one company.

Now I understand why it is so hard for Lincoln to keep businesses if this is the way they treat companies. Please reconsider the negative campaigning against a company, in my opinion, that continues to provide a great service to our area.

Carol J.



"Mary Kenny"
<mkenny55@gmail.com>
03/26/2007 04:00 PM

To "CGuilliaume@ci.lincoln.ne.us"
<CGuilliaume@ci.lincoln.ne.us>

cc

bcc

Subject Re: Fw: Time Warner Cable Performance Evaluation Public Hearing

I am unable to attend the meeting. I currently am not having problems although still need to reboot every few days because the system starts running very slowly. Rebooting seems to take care of the problem for a few days.

Regarding the customer service, I have had bad experiences. It seems after waiting on hold for 15-20 minutes the only answer I ever got from them made me believe that no one else in the city was having any problems except me. I was told on several occasions they would come out and exchange my box because that was the problem. Remember, each time you are inconvenienced because they give you a 4 hour time slot where you have to be there for them. So I refused this option a couple of times. I had the box exchanged but was told by the service guy who came that they just take one box out of one persons house and give it to someone else. Seems like a waste of time and energy and this solution was only done to pacify me. I had Time Warner when I lived in Kansas City and had no problems at all. So you have the full picture, they did not charge me for the DVR for a couple of months, I think it was about \$4.95/month. I also have a positive note...I appreciated the CEO taking responsibility and sending out a letter with our bills explaining there were problems. At least I no longer had to feel I was the only one who was having issues. I think Time Warner rushed to put out a product they clearly knew wasn't working and had they been honest with me about acknowledging this when I would call I would be more understanding.

On 3/26/07, CGuilliaume@ci.lincoln.ne.us <CGuilliaume@ci.lincoln.ne.us> wrote:

----- Forwarded by Connie J Guillaume/Notes on 03/26/2007 09:51 AM -----

Connie J
Guilliaume/Notes

03/26/2007 09:32
AM

To

cc

Subject
Time Warner Cable Performance
Evaluation Public Hearing



"Megan Strain"
<mls312@gmail.com>

03/27/2007 01:34 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: time warner cable

***Note: If the city uses this for anything official, please remove my name from the document and make it anonymous.**

I am writing on behalf of my family and several other people who I know feel the same as I do about TWC's "Navigator Guide."

Plain and simple: it is awful. Even after its "updates" it is still a complete downgrade from the previous software. There are several reasons.

1. It is slow. I've kept track, and more often than not, it can take up to 15 seconds from when I press a button on my remote, to when it actually does what I wanted it to. I've learned to let it think, but depending on the user, this often results in pressing the buttons multiple times, and when it finally catches up to the commands, it does everything at once, and end up completely screwing up what the viewer originally intended to do. Often times this happens without the person realizing it until it's too late. It's pretty frustrating when you've been looking forward to watching your favorite show, but when you press "List" it's nowhere to be found.
2. It malfunctions more than it functions. In addition to being slow, often times our boxes just don't work. I can't even remember how many times ours has rebooted in the middle of a show that's being recorded or watched, just plain didn't record something it was supposed to, or "disobeyed" the settings for a particular series (i.e. recording all episodes when it is set to record only new ones).
3. It's ugly. The new interface is hideous. The graphics look like they were developed in the early 90's, the bar that runs across the screen is unnecessarily HUGE, and the guide itself is just awkward to read. It's irritating that it doesn't automatically show whether or not it's a rerun (you have to press Info, which could take forever, and just result in the box malfunctioning again, even though it's such a simple command).
4. There's nothing we can do about it because TWC has a monopoly in Lincoln. They can do whatever they want and take as much time as they need to "fix" things, because they don't have to worry about competition. At one point in our previous complaining, we were told that the main reason for switching to the new system was so that it would be locally owned and operated, and when problems came up, they would be easily fixable and quickly resolved. Nothing could be further from reality. There were little or no problems with the original guide in the first place, and now that there are so many with the new one, Time Warner can't even control it.

We are sick and tired of having to put up with this horrible service, and I'm willing to bet a large sum of money that everyone with cable was happier with the old system. I think Time Warner owes it to its customers to bring back the old guide, and compensate its customers for the months that we've been paying for full service, only to receive the complete opposite.

TWC: do yourselves a favor and, for once and for all, **FIX THIS**.



MMAUDE@neb.rr.com

05/16/2007 08:39 AM

To cic@lincoln.ne.gov

cc

bcc

Subject Time Warner Comments

Good Morning -

Thank you for the opportunity to comment on the Time Warner cable television situation.

My comment is relatively simple: Lincoln has now been forced to endure the negative outcomes associated with a government-permitted monopoly. Competition is the only real way for these issues to be resolved. Consumers can pick and choose among true competitors on the basis of quality, price, and determine what they will and will not pay to receive.

I've largely stayed out of the fray, but ultimately, Time Warner has a long-term history of cramming price increases, unwanted programming in "packages," and now shamefully poor quality down consumers throats. The argument that consumers have "choices" is useful for Time Warner to make when it serves their purpose, yet their self-promoting advertisements make quite a bit of hay over the challenges present in satellite based programming.

"Compensation" for poor quality is no substitute for competition. It is far past time that the City of Lincoln meaningfully listen to its citizens and dissolve the Time Warner cable monopoly in favor of true competition. Then the marketplace can be relied upon to resolve the quality and pricing issues for everyone's benefit.

Matt Maude



"Mary Ann Neukirch"
<mneukirch@kinseymorris.com>

03/29/2007 09:40 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner Cable

I believe my digital cable box was converted over the first of August 2006. Ever since then, my cable goes out and always at the most inopportune times. I have two TVs, so that meant every time one of them went out, you had to unplug it and watch TV in the other room and you know how hard it is sometimes to unplug components in a cabinet that are attached to every other device you have. Then a couple of weeks ago, my TV just started shutting off constantly. When all of this first started, I had an appointment for Time Warner to come out. I sat at home from 6:00 to 10:00 p.m. and no one showed up. I made another appointment a couple of weeks ago when my TV kept shutting off, but it stopped doing that like the day before cable was to come out, so I canceled my appointment because I didn't want to sit at home all night only for them not to show up. Also, when you call Time Warner, you are on hold for sometimes up to a half an hour. Who has time to do that like twenty times since August? I am very unhappy, but don't really want to hassle with changing over to Dish Network and I believe, you can't get Omaha news on Dish Network. I think, I should get a refund since August of 2006. My digital cable bill for two TVs in over \$87.00 and that's not with any movie channels or DVR.

Thank you for your consideration.

Mary Ann Neukirch, Legal Assistant
KINSEY ROWE BECKER & KISTLER, LLP
121 South 13th Street, Suite 601
PO Box 85778
Lincoln, Nebraska 68501-5778
(402) 438-1313 (EXT. 10)
(402) 438-1654 (FAX)

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Monga326@aol.com

05/16/2007 02:12 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Navigator Debacle

I can't believe that we are halfway through May 2007 and this problem still rages on. Time-Warner has been given overwhelming evidence of the failure of their Navigator experiment, but have still not addressed the issue. As one of their unwitting lab rats, I would request the following:

1. Go back to Passport immediately.
2. Give each customer an immediate rebate in the form of a \$100 check and then deduct \$25 per month from their cable bill until Passport is back in operation.

This is a simple and reasonable solution which would actually be of some worth to Time-Warner customers and might also help salvage Time-Warner's damaged reputation.

It is one thing to make a mistake. It is another to realize that you made a mistake and still refuse to apologize and make amends.

See what's free at AOL.com.



Monga326@aol.com

03/28/2007 06:15 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Cable Navigator Program Guide

Thank you for this opportunity to express our disappointment and dissatisfaction with the Navigator.

It works sometimes and we have been told by Time Warner Cable that, when it is not working, we should unplug the cable box from the wall and wait at least 10 seconds before plugging it back in. This actually does seem to reactivate it temporarily; however, at our house that means moving heavy furniture to access it and the "fix" does not last.

Periodically they attempt to change/update/repair the software, but this does not correct the problems. At unexpected (and apparently random) times, the television switches off and the "Mystro" logo appears on the screen for several minutes, presumably while the Navigator attempts to re-set itself...very annoying when you are watching a program.

Technical difficulties aside, the Navigator is simply an inferior program guide compared to the one in use previously, which provided better and more complete program information.

The Navigator seems to be an experiment which failed and TWC should acknowledge that fact and reinstate the previous program guide (which I believe was called Passport). And of course they should compensate their subscribers financially.

See what's free at AOL.com.



shelley speidell
<mspeid@lps.org>
03/24/2007 08:53 AM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject:

As a customer with the Time Warner DVR/Navigator system, I want to voice my continuing complaints about the Navigator. As recently as this week, on Mar. 22, I am still having problems such as slow response time, or no response when buttons on the remote are pushed and for 24 hours this week we could only watch the channel we were taping, all other channels were a black screen, until I could call and have them tell to reboot for the umpteenth time in the past few months. Service has been disrupted so often, I can't recall another device or service that has been so unreliable that I've ever had. I think customers all deserve a partial refund or credit for the hassle of having to reboot frequently and/or call for technical support.
Thanks, Shelley Speidell



"Marcus Tooze"
<mtooze@gisworkshop.com>
>

03/28/2007 07:40 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject time warner problems

The service has been terrible. A number of functions still do not work correctly including:

- Skipping forward via the "day" button on the guide.
- recording tuners both trying to record the same show at once, which means I cannot watch another show at the same time (kind of defeats the purpose).
- Delayed reaction to commands
- Failure to record shows at all that are correctly set to record

They should be forced to put the old system back in place that was much better than this one. It is fairly obvious that they were trying to boost their bottom line by putting in this home built sub-par system instead of paying for the 3rd party one that worked correctly.

Marcus Tooze
3409 Orchard Street



"Michael Vrtiska"
<mVRTISKA@neb.rr.com>

03/30/2007 08:43 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner Cable

I wish to comment on the Time Warner issue. I have been a Cablevision subscriber for quite a long while. I have had pretty good luck with them with few complaints. However, I must agree with those that are complaining about the new Navigator program menu. This has got to be one of the worst systems they could come up with. When it was first installed, there were problems with trying to navigate through the menu. It would often come up saying 'NA' for awhile and then the menu would pop up. As soon as you moved to another channel, the same thing would happen. After they did an upgrade, it seemed to work fairly well with some minor problems. A few days ago, my tv had a message on it saying that my software was outdated and a new update had to be installed (don't know how it could become outdated so fast). After the update, I am now having the same problems that I had when they first installed it. Time Warner has to admit the old system worked much better. I have to agree with one of the subscribers who said that Time Warner should be reimbursing customers or reducing their charges until the system is fixed. Hopefully, we won't have to wait years for the system to work properly.

Mike Vrtiska

Lincoln



MWANDVKB@aol.com

03/28/2007 05:29 PM

To cic@lincoln.ne.gov

cc

bcc

Subject Time Warner Cable

My cable box, many times, has shut itself down to reprogram itself. Usually around 4-6 AM. But the most common problem I now have is, sometimes when I change channels, only the sound changes channels but not the picture. I can try using the 'last' button but nothing happens. I have to switch the cable box off, wait a few seconds (10) and turn it back on. Usually this 'fixes' the problem. But sometimes I have to unplug the cable box, wait for 30 seconds and plug it back in. Then I have to wait for the cable box to reprogram itself.

Michael Brady
120 Skyway Rd
Lincoln, NE 68505
770-6438

See what's free at AOL.com.



MWANDVKB@aol.com

03/31/2007 11:46 PM

To cic@lincoln.ne.gov

cc

bcc

Subject cable tv box problems

Tonight (31MAR07) at 10:45 PM, my cable box locked up AGAIN and would not allow me to change channels. I would try to change channels and the tv screen would only go black. I could only watch the channel I was on. I had to unplug the cable box, wait 5 seconds or so and plug it back in. So far it has been working since I did this. (SO FAR!)

Mike Brady
120 Skyway Rd
Lincoln, NE 68605
770-6438

See what's free at AOL.com.



Duane B
<myfltharley@yahoo.com>

03/28/2007 07:29 AM

To cjc@lincoln.ne.gov
cc
bcc
Subject

March 27, 2007

DUANE BAUER
4831 BUNKER HILL ROAD
LINCOLN NEBRASKA 68521

TO WHOM IT MAY CONCERN:

I WANT TO RESPOND TO TIME WARNER'S CLAIM THEY HAVE FIXED THE PROBLEMS WITH THEIR NAVIGATOR.

I STILL HAVE THE SAME PROBLEMS WITH THE GUIDE AS I HAVE HAD FROM THE DAY THEY CHANGED OVER. ALL NEED TO DO IS LOOK FOR DIFFERENT PROGRAMS THROUGH THE GUIDE AT A RAPID PACE AND I'LL LOOSE THE GUIDE AND THE PROGRAM I WAS WATCHING AT THE TIME. THEN THE WHOLE TELEVISION SCREEN GOES BLANK.

THE PEOPLE I WORK WITH ALSO STILL HAVE THE SAME ISSUES IN ADDITION TO PROBLEMS WITH THEIR DVR'S.

THE ONLY REASON I CAN BELIEVE TIME WARNER'S COMPLAINTS HAVE DROPPED IS THAT IT TAKES FOREVER TO GET TO THEIR REPAIR. WHEN YOU DO GET THROUGH ALL THEY DO I TELL YOU TO RESET THE BOX. I HAD A REPAIR PERSON COME TO MY HOME, HE SAID I HAD PROBLEMS WITH MY CONNECTION CABLES AND HAD A NEW SET IN HIS HAND TO SELL MY WIFE TILL I SHOWED UP AND STOPPED HIM FROM INSTALLING THEM. WE KEPT OUR OLD CABLES, HE ADJUSTED SOMETHING ELSE AND OUR PICTURE IMPROVED, BUT THE NAVIGATOR NEVER DID GET BETTER.

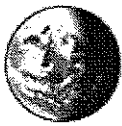
I ALSO SAW THE NEWS BROADCAST WHERE THEY SHOWED NO ONE IN THEIR CALL QUE, THAT ONLY MEANS THERE WERE A LOW NUMBER OF PEOPLE'S CALLS WAITING TO BE ANSWERED NOT HOW MANY PEOPLE WERE ON THE PHONES AT THE TIME. I WAS ALSO TRYING TO GET THROUGH IN THE EVENING, NOT IN THE MIDDLE OF THE AFTERNOON WHEN PEOPLE ARE AT WORK OR SCHOOL.

TIME WARNER COULD BE DOING THE SAME THING ALLTEL USED TO DO. THEY WERE ALWAYS ALERTED WHEN OFFICIALS WOULD BE AROUND SO THEY ADDED EXTRA REPRESENTATIVES TO THE PHONES AND TRIED TO GET EVERY CALL ANSWERED BEFORE IT WENT INTO THE QUE.

THANKS FOR LOOKING INTO THIS FOR THE PUBLIC, TIME WARNER SEEMS TO BE DOING A FINE JOB OF BUYING TIME TO WORK OUT THERE ISSUES WITHOUT ANY ADDITIONAL EXPENSE.

DUANE BAUER

Don't get soaked. Take a [quick peek at the forecast](#)
with the [Yahoo! Search weather shortcut](#).



"Judy McDowell"
<nata@ALLTEL.net>

03/27/2007 08:00 AM

Please respond to
"Judy McDowell"
<nata@ALLTEL.net>

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner

And we wonder why it is so hard to get new business to Lincoln. First the smoking ban - how hard would it be to have smoking and non-smoking bars and recoup at least a part of the sales tax revenue we've lost? "Protecting employees" is a sham! Are you going to regulate EVERYTHING?

I have had nothing but GREAT service from Time Warner. A few glitches in the Navigator but they have been very helpful when I have called with questions.

I wish we didn't have to pay for all the upper tier channels (food, sports, etc.) if we didn't want them. Right now we have no choice.

This is a private company so let THEM deal with their customers. You can bet they want only good public relations and will do everything in their power to offer excellent service.

This whole issue is a big waste of time - why not have an Advisory Committee figure out how to fix the streets and potholes - that's a lot more aggravating! Every time you drive down our main streets it feels like a country road. Try "O" Street from 9th to 17th - what a joke! (By the way, I've reported these several times to the "Pothole Patrol" with no results.

Quit meddling with private business.

Judy McDowell



"Natalee Hart"
<nataleehart@hotmail.com>

To: cic@lincoln.ne.gov
cc: nataleehart@hotmail.com

04/05/2007 02:28 PM

bcc

Subject: Time Warner Cable issues

History:

✉ This message has been replied to and forwarded.

I'm not sure if it is too late to submit issues with Time Warner Cable and their digital service, but I had yet another run in with their customer "service" today and am fed up.

I have had problems with my digital cable and DVR since the Passport system was introduced. TWC promised fixes were on the way, so I never called to complain to TWC. I figured they had enough people calling, and if they were working on the problem already, my call wouldn't do anything to help.

Since TWC came out in the media and said everything was fixed and should work fine, I have had to contact TWC three times, and each time only got more frustrated. The first time I called, they said to bring my digital box in and swap it out at the customer service center. Fine. I did - leaving work early to get there before they close. That box was no better. Went back the next day and got another box. This one was worse - it would not turn on at all. Called tech support - they couldn't get it to work either, with me trying all their fixes over the phone. They sent out a tech 2 days later. After rewiring my outlet, the box still didn't work. He finally gave me yet another new box, which seemed OK.

The first time I switched boxes, I was given 3 months free DVR service - \$3.95 a month. I assumed that would be for both DVRs in my house. No, my bill came, and I had a whopping \$3.95 credit on it.

A few days ago, I had a problem where my DVR would not record. It said that "recording this event unavailable" or something - the message you get if you try to record a pay-per-view or something. However, I was trying to record Channel 6 and Channel 8. Because of this, my DVR missed recording several programs. I finally rebooted the machine. Seems to be working OK - at least for now.

I cannot rely on the service. How do I know when the DVR is suddenly going to quit recording again? How many events is it going to fail to record? I have a DVR so that TV does not control my life - I can watch my shows when I want, not when they are broadcast. I feel more tied to my TV than ever, as I never know when it's going to work or not.

I e-mailed the issue to customer service, asking for some type of credit. They told me to call tech support, and listed questions I could be asked - basic DVR set-up type information (is your show set to stop recording early, does the event log show the show recorded), as if I have no idea how to use my box. Yes, the shows are set up to record correctly. It's not the user of the equipment, it's the equipment itself. I was NOT offered any type of credit - only call tech support. Well, if my box is working now, after the reboot, what exactly is tech support going to do? I know how to work my box.

Any time I call customer service, they tell me to call tech support. Nothing is offered. When I call tech support, they say I have to call customer service to talk about service credits. It's a revolving door.

I am tired of the rude customer service of TWC. I don't get anyone pleasant in customer service when I call. (I do like their tech support people, however - while they may not be able to fix the problems they are at least friendly). I have had months of headaches with TWC, and have received what amounts to \$12 in free services. I think TWC needs to either (1) offer its "new customer" deal for cheap service to its existing (loyal) customers - the \$99.95 for all three services deal for a period equal to the time during which the frustration has occurred - last fall until now or (2) issue a credit (not free future service) for the money spent on digital cable and DVR service by its customers since the passport was instituted.

I pay over \$200 a month to TWC - for cable, phone, and internet. My cable has been at best, unreliable, and at worst, unusable. Cable constitutes about half of my bill. If this was a product, and not a service, I had purchased, I would have returned it long ago and requested a refund. We, however, don't have the option of "returning" our cable service. After requesting several "refunds" from TWC, I've been ignored. They have the upper hand here, and it's time that the TWC customers who have put up with the months of frustration be given something in return.

Thank you for your consideration.

Natalee Hart
5024 NW 10th St
Lincoln, NE 68521



Natalie Pounds
<Natalie@sfimg.com>

03/28/2007 12:00 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Problems

I had a number of issues with Time Warner when I first got my DVR. They came out and replaced it twice (I had the new model) and the third time they finally gave me the older model machine.

When they were making software updates, I was constantly having to call them because I'd turn my system on and the screen would be black. Then I'd have to unplug it and wait for it to reboot. VERY ANNOYING when you are trying to watch a show. I also had many problems with the system not recording the shows that I wanted it to. They told me to clear it all out, reboot it and it would work fine. It never did.

Finally, with this older model machine, it did alleviate some of the frustration. Sometimes now we do still have the problem with turning everything on and having there be a black screen, which is very annoying.

The most frustrating part was that in order to find a solution to the problem you had to call tech support. I called them many, many times and always had to wait a minimum of 20 minutes to get assistance. When I complained, I was simply told...."We are overly busy tonight." Yeah, right....they need more reps to assist their customers.

The machine I have now is going to need to be replaced shortly because it's making a grinding/humming noise all the time. I imagine the hard drive inside is going bad, however, I've been hesitant to call them because the older model seems to work okay whereas the newer models continue to have so many problems. I hope that something is done to get this straightened out with them. They should not be allowed to get away with charging their customers \$5.95 per month for a product that is not working properly.

Natalie Pounds
402-467-6350
Lincoln, NE



Jennifer
<nebraskapie@gmail.com>

03/28/2007 11:12 AM

To cic@lincoln.ne.gov

cc

bcc

Subject Time Warner Cable

I wanted to file a complaint against Time Warner....

I have also had numerous problems...anything from guides not loading, to random rebooting, to entire programing being lost.....not to mention the twice daily "power cycle" I must do before I RE-PROGRAM the unit AGAIN!!!

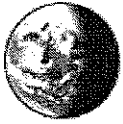
It's complete crap!

Time Warner needs to make this right...either fix the product or give us a stable product!! Not to mention the need to reimburse all of us for the crap we've had to deal with in the last few months.

Anyone who's ever owned their own business knows it's cheaper to create their own product to use then to purchase a 3rd party product!! That's EXACTLY what Time Warner has done!!! Now, they're caught red handed!!!

Don't let them keep screwing people of Lincoln!!!

Jennifer



"Norland Ferguson"
<nferg-son@hotmail.com>

03/26/2007 05:25 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner

History:

✉ This message has been forwarded.

Our family has two Time Warner DVR boxes. If anyone tries to tell you that all the problems are worked out they are wrong. Over the weekend I went to watch a recording (I had much less than 50 hours recorded) and two of my recordings were missing. I went out and told my wife and then went back in and looked again and another one was deleted. I pay for the ability to record shows and have them stay recorded until I want to see them. In addition several times since their new Navagator came up, we have our box stop, freeze up and then require a reboot. We don't bother to call Time Warner, because the times we call they just have us reboot. I think they should refund some or all the money they have charged for the DRV in the last couple of months and something for the programming guide. They should fully test software before putting it in production, it's not good to make customers test their software.

Norland Ferguson
1972 Park Ave

Interest Rates near 39yr lows! \$430,000 Mortgage for \$1,399/mo - Calculate new payment



NRwassik@aol.com

To: cic@lincoln.ne.gov

03/22/2007 04:02 PM

cc

bcc

Subject: Cable TV's Problems

To Whom It May Concern:

As an original stockholder of Time-Warner stock (back to when it was CNN stock) -- it pains me greatly to have such a major complaint against "my own" company. But what Time-Warner Cable has done to the customers of Lincoln is atrocious.

To take away an operating system (Passport) that worked - & give customers a system still loaded with flaws (Navigator) is a terrible thing to do. And then to raise people's rates when TWC is still not providing the quality of service it did previously, is way out of line.

TWC has been making excuses for months now that "it is working on a software update" and that "update will be coming out shortly". Since little or nothing has improved, it appears to be out-right lies to buy more time. That borders on consumer fraud if you ask me. There should be an investigation as to why, after months have passed, improvements have not happened yet? Yet, TWC *quickly* cashes customers checks each month!

I firmly believe TWC had a *completely self-serving* purpose, to foist something this bad on customers before it was really ready to be released. I believe TWC "rushed" Navigator on-line to persuade customers to drop their existing land-line telephone service to take their TWC phone service because it offers "caller-ID" on the customer's TV screens! (Which I understand does NOT even really work when a call comes in from a cell phone, so it's only 50% effective).

Here's a list of the things I've found WRONG with Navigator compared to what we had with Passport.

1) The PIP used to have 1 hour worth of memory... as did the program on the Main screen. Now the PIP **stores NO memory**. And what's on the main screen **ONLY** has 1 hour of memory ONLY IF you DON'T flip over to what's in the PIP.

<< It used to be with Passport, that you could have say one football game on the main screen & another game on the PIP and you could switch back-&-forth between games WITHOUT being PENALIZED -- as each screen would retain a hour's worth of memory as long as you didn't change channels on either of the two games. >>

Now if you depart the main screen to look at what's in the PIP -or- to view (so you can delete) programs on the DVR ... you lose all the memory and it starts ALL OVER from *that point* on again! << With Passport, as long as you did not *change the channel* on the main screen, it retained that hour of memory whether you looked at your PIP or viewed something saved on your DVR. >>

2) Navigator does NOT allow a frame-by-frame advance when in Pause (Did the player's foot go out of bounds or not? Did he fumble the ball before his knee was down??) << Passport did allow frame advance *forward & backward!* >>

3) When you want to look at the Channel Guide you can NO longer advance through the hundreds of channels by Hundreds << as you could with Passport >> you must tediously move through the channels **one-at-a-time!** Exasperating!

4) The Navigator banner is so large (and ugly) that if you are fast-forwarding through a program on the main screen the banner stays up blocking your view of the bottom 1/3 of the screen. << If football games are progressing you are often missing scores, time in the game, etc. Passport's banner was much smaller and did not cause this problem. >>

5) The Picture-in-a-Picture (PIP) feature used to have 2 sizes Sm. & Lg. -now it only has Lg. (which is so intrusive on the main picture that you are watching, you can't stand having it on-screen for long).

6) The PIP now goes BLACK if the have it on and fast-forward the program on the main screen. << With Passport, you could still see what was happening on the other channel in your PIP, even if you moved the main screen along a little faster. >>

7) With the old system, when you were in Fast Forward and you got to the place you wanted to be.... when you hit PLAY the box would back up a second or two to exactly what you saw on screen. NOW, with Navigator it "overshoots the runway" (for lack of a better term) every time and you have to back up and stop again several times to get to where you were trying to get to. It's just the opposite with being in SLOW motion and wanting to return to regular speed... when you hit PLAY from slow motion... it *leaps ahead* a second or two -skipping/missing something in the show!

8) When a show was on... and you see by the Guide that it had started some time ago but you want to see it in its entirety, so you attempt to see WHEN it *IS* going to be on AGAIN... you press the blue "B" button to Find Shows... but it comes up the a page that says NONE. You know that can't be right, so you return to the guide and manually advance forward one-hour-at-a-time... and Bingo! There's the show you were looking for (it's going to be on again 3 days from now, or even two hours from now)... but according to Navigators Find Show feature -it NOT scheduled to be on again EVER! << With Passport if you hit Find Shows at list came you of all the times the same movie/show would be on again. Simple. One button -- one list. Done! >>

When you call a tech on the telephone they tell you have to *get down on your hands & knees* behind the cable box and unplug it to re-boot. (Even after you just did the same thing yesterday!) Then it *does* bring up a page other than one that says: "None".... But it is a list of a lot of other shows ---NOT the one you are looking for. You have to bring up a **Keyboard** and completely type out the name of the movie you are looking for one-letter-at-a-time.

And there is NO cursor on the field where you type to see where you are at and if you mistakenly type 2 spaces instead of one between words in the movie title -it says there is NO Such Movie! To correct your double-spacing you have to **erase all** the words you have typed one-letter-at-a-time until you get back to where the double space is. A simple cursor in the typing field would let you back up to where you need to delete just one space without erasing everything you have typed! Or a program that recognized the name of a movie Even with 2 spaces between words! How about that for a modern wonder of science? !!!

When you *FINALLY* get to a list... it does NOT tell you the Day along with date for the replay. So relative to say today, it does not tell you that it's going to be on again on SAT. or SUN. (Which you can quickly relate to as to whether you'll be around to see it or not)... it only lists in dates like 3/17 or 3/19 ??? You have to count days on your fingers or get a calendar to see just "when" **day-wise**, it will be one. What is so hard about including the DAY with the DATE?<<Passport DID THAT too! >>

9) The banner used to give **exact time** as to where you were in the program. You knew if you were 27:32, or 38:04 min. or 50:00 min. through a show. << If you saved a show on the DVR and wanted to record it without commercials, you could note the exact time when commercials came up in the program, and return to the TV set at exactly the right time to *pause* the recorder long enough to *fast forward* thru the commercials and then resume recording after the commercials. Now it's a "guessing game" because **the time on the banner does not show seconds** and when you go back & forth it is slow in changing to the correct minutes. You can back up *several minutes' worth* of program before the clock/time on screen reflects anything. It's *retarded* compared to what we had before. >>

10) The INFORMATION button no longer tells you very much at all about the movie you are watching. << Passport gave you several pages of info including who starred in it and WHAT YEAR the MOVIE CAME OUT! >>

11) The DISPLAY on the front of the cable box is supposed to show the channel you changed to then after a few seconds go back to 'time of day'.... It is also retarded, staying on the channel forever before ever switching to time.

12) Bringing up Closed Captioning used to be easy... now it requires *twice as many* steps.

13) Closed Captioning choices don't work as they say they do. There is a setting that is supposed to turn on the captioning whenever you mute the sound on the TV. That does NOT work. There is supposed to be different sizes of fonts (S-M-L) but they are all to same size no matter what you select.

14) The banner has no "duration length" or "elimination" setting.

So to RECAP in shorter terms:

- 1) DVR NO LONGER holds 1 hour of memory, if you view your PIP program or something recorded on your DVR List
- 2) NO MORE frame-by-frame pause advance or back-up
- 3) Can no longer advance thru TV Guide by hundreds, must move thru hundreds of channels one-at-a-time!
- 4) Navigator Banner blocks out program on screen (and is ugly).
- 5) PIP no longer has a Small and Large size display -- only Large (again blocking your view).
- 6) PIP goes to BLACK when you FF program on main screen
- 7) FF now longer backs up to scene you wanted to stop on and 'overshoots runway'
- 8) Finding out when a program is going to be ON AGAIN is now very difficult (involving typing out name on keyboard)
- 9) Time information on banner is not as accurate
- 10) INFO button information is often sadly lacking in "information"
- 11) Display on front of box no goes back to time of day without a LONG wait (even when all setting ARE set properly)
- 12) Bringing Closed Captioning takes twice as long
- 13) Closed Captioning setting that says it will come up on screen as soon as you Mute your TV does **NOT** work!
- 14) The banner has no setting to control its duration (or elimination all together!)

THESE are ALL THINGS we **USED to HAVE** with Passport that TWC has taken away from us ---just to help sell their *digital home telephone service* for its "caller-id" feature!

AOL now offers free email to everyone. Find out more about what's free from AOL at <http://www.aol.com>.



NRwassik@aol.com

03/30/2007 01:14 PM

To CGuillaume@ci.lincoln.ne.us

cc

bcc

Subject CableTV

I sent you a letter last week with more than a dozen problems **I** have experienced with TimeWarner Cable's new Navigator (that I (we) did NOT have with Passport)...

- 1) DVR NO LONGER holds 1 hour of memory
- 2) NO MORE frame-by-frame pause advance
- 3) Can no longer advance thru TV Guide by hundreds
- 4) Navigator Banner blocks out program on screen (and is ugly).
- 5) PIP no longer has a Small and Large size
- 6) PIP goes to BLACK when you FF program on main screen
- 7) FF now longer backs up to scene you wanted/'overshoots runway'
- 8) Finding out when a program is going to be ON AGAIN is now very difficult
- 9) Time information on banner is not as accurate
- 10) INFO button information is lacking in "information"
- 11) Display on front of box does not go back to time of day without a LONG wait
- 12) Bringing Closed Captioning takes twice as long
- 13) Closed Captioning when you Mute your TV does **NOT** work!
- 14) The banner has no setting to control its duration (or elimination)

Well here's another one...

15) If a program is "on?" (and **has been** 'on' for :30-:45 minutes, *without* changing the channel) and you decide you want to record what you've been watching... and you hit the RECORD button. . It (Navigator) LIES TO YOU... and makes you *think* : *it has recorded that program for later viewing* ---BUT when you come back later to watch it ---there's ONLY :45-:60 SECONDS! that's actually been recorded! Infuriating!! Passport would not have screwed you like that!

AND...

It has done it with shows that were PRE-SET to record too.

The show was set up ahead of time to be recorded.

The show comes on as scheduled... the recording starts as it is supposed to.... and after :35-:40 min. have already been recorded, you decide that "that's enough" and you tell it to *STOP recording* (so the part already recorded *SHOULD* still BE THERE!).

However--- when you go back later to watch it from the "List" --- all you have is the **last :45 SECONDS** of it before you told it to stop recording.

Navigator mega-SUCKS! again!!!

You asked me (and everyone) these questions:

- 1) Have you previously had problems with Time Warner Cable services, including Navigator?
- 2) Are you currently having problems?
- 3) Have you had customer service problems?
- 4) Have those problems been adequately dealt with?
- 5) Did you receive fair compensation, or what do you believe would be fair compensation?

My responses:

- 1) I have had continous problems with Time Warner Cable since they changed over to Navigator and I have called them dozens of times... and they always have the same excuse: that they "are aware of the problem and will have a software fix for it out very soon" --- but it's been months... and none of those 14 items (now 15 items) have been fixed!! WHAT are they DOING???
- 2) Yes, see items above!

3) Yes!!! Yesterday (March 29th) I called to ask why my remote was no longer controlling my receiver (for my surround sound)? It was not turning it on/off with the "System All" button as it *HAD* been doing previously... and it was no longer controlling the up/down audio of the receiver as it also *HAD* been doing. I get a middle-age sounding woman with a foreign accent (Indian? Caribbean?) and I tell her my issue. She says written instructions for reprogramming my remote are on the paper that came with the remote. I say to her that I have long since lost that piece of paper and that's why I am talking to her on the phone for "tech support" THAT is SUPPOSED to be WHAT she does!... answer people's technical questions. And SHE HANGS UP ON ME!! I call back and get a young man named Ryan and ask if he knows who on their Tech Support staff might be a middle-aged woman with a heavy foreign accent, he says they have a "Sanaz" (Suh-nahh-z?) and it could be her? I tell him what happened and he says he will discuss it with her.

But what the HECK is WRONG with THOSE PEOPLE when they get **upity** about doing their darn jobs and can't even tell you how to program a remote without *scolding you* that **you** should go get the answers somewhere else off a piece of paper... when IT IS **their job** is to TO BE THERE with answers to just such technical questions!! ???

4) No.

5) I hear stuff on TV and read in the paper some things about TWC offering customers who've had problems --some "compensation" for their problems, money off their bill or free premium services but like I said before I had called them lots of times, with lots of problems and complaints and they have NEVER ONCE said diddley-squat to me about any compensation of any sort for anything and we take their RoadRunner internet service too.

I believe fair compensation would be a **roll-back of what they charge** all of us (everyone in Lincoln, not just me!)... to what they were charging last year at this time... for a certain period of time to "make up for" all the grief they have already given the city. Say 6-months to a year.

And then to proceed forward slowly with their charges from that point-- **not** an overnight leap back to what they are currently over-charging for an inferior service THAT THEY CHOOSE to DUMP ON US, after taking away Passport.

-OR- : Give us back Passport, right now/tomorrow!

Keeping a very specific, detailed account of exactly what our cable system is doing wrong is a lot of work on my part. As is typing out all this information for your investigation... I just hope all my effort helps you (the City Council)... to make this mess right!

I was going to put all the issues I have found wrong with Navigator in a letter to local and national Time-Warner officials (and as a stockholder in TW I may still do that).

However, you (the City Council) has decided to look into this issue... for which I am extremely grateful (and so are a lot of other folks I know).

So keep up the good work.... and *don't suck-up* to them when you get them in front of you answering questions... going on-&-on about "how wonderfully polite some young man was to you over the phone" --cause it makes you look weak-kneed and not a strong protector of citizens rights --and besides, not all phone calls with TWC are that 'sweet'.

See what's free at <http://www.aol.com>.



"Neal Sapp"
<NSapp@mydigitaldefense.com>

05/17/2007 11:55 AM

To <cic@lincoln.ne.gov>

cc

bcc

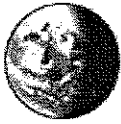
Subject Time Warner Cable restitution

If Time Warner Cable's Navigator is supposed to keep up with new changes in technology coming to digital TV, how do we know that Passport wasn't also going to be compatible with these changes? If Passport is a player in the digital TV market, it would only be good business practice to anticipate their market and its changes.

It seems to me, being a digital TWC subscriber that we were sold on a one-sided argument and were duped into being guinea pigs for their experiment. TWC made their mistakes here with a few thousand people before they rolled out Navigator to their entire subscriber base.

I am for an apology and heavy compensation for my time and frustration in their grand experiment. Even drug studies pay their willing guinea pigs.

Neal Sapp
8640 Delphinium
Lincoln, NE 68505



nsherdon@notes.state.ne.us

03/28/2007 09:44 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: comment about TimeWarner's new digital programming guide problems

I've had digital service from TimeWarner Cable for several years. As it happened, I opted to get a DVR box for one TV from them about six weeks prior to the switch to the new program guide in the fall of 2006. It was great until the new program guide came in. For the first couple of months both my DVR box and digital box on the other TV locked up regularly and rebooted at random times on its own, or I had to unplug and reboot to get it going. I feel that for that time I had no reliable TV service at all but I was still paying full price for service. I think all persons who had digital service and/or DVR service should be entitled to at minimum a full refund/credit on their current bill for those first two months.

I think the council should also consider partial refunds/credits for digital customers for service through the present date although I will agree that service has been better and there have been far fewer lock ups and far fewer needs to reboot in the last six weeks or so - but the problem is not completely gone and still happens occasionally.

I would also like to comment that I do not believe that the new DVR programmer is as useful as the old one, and is more difficult to use. I seem to lose programs, or they start in the middle or are incomplete. (and I am not referring to delays caused by sports program overruns) I also see duplicates appearing in my series manager that I need to keep deleting. The new guide is just inferior to what was offered before and I think that the consumers should not have to be paying as much for the present inferior service as we did for the previous program guide that worked reliably and provided better information. A permanent lower rate adjustment is a necessity.

Noelie Sherdon
2341 Cheshire North
Lincoln, NE 68512
402 471-4706
hsherdon@neb.rr.com



NTucker@cwmins.com

03/27/2007 02:15 PM

To cic@lincoln.ne.gov

cc

bcc

Subject Time - Warner Cable

Just sending my email about Time-Warner Cable - I think its finally time someone is checking into their systems, as we still have the problem where the TV screen will go blank and it has to be re-booted. This just happened again last night, March 26, 2007. They say they have the problem fixed they

are joking themselves as I believe they don't know what to do or have the people who know how to fix the problem. When they come out one will say

the person that was out before that was to suppose to fix the problem doesn't know what they are doing. These are their own employees talking about

other employees!!!!!!!!!!!! They also say they don't have as many phone calls - probably not people are getting tired of calling and not getting anywhere.

I think their service is terrible and when you call them they are not help and actually lie to you just to get you off the phone and not bother them.

thanks,
Nancy Tucker



NUERANO4@aol.com

03/28/2007 04:59 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: terrible cable service

the continuous rebooting suppose to have phone messages on tv but do not receive i really think they need to give some kind of rebate the guide was fine the way it was thank-you

See what's free at AOL.com.



Paula Allen
<pallen@unlnotes.unl.edu>
03/29/2007 04:22 PM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: Time Warner comment

Good afternoon,

I just want to voice my opinion on the Time Warner situation in Lincoln. We too have had numerous problems with our service. We have replaced the cable box 3 times. Also, for approx. 24 hours we were totally without service on the two t.v.s that have the DVR. Absolutely NO SERVICE.

One time a service tech. guy did replace our box, the other times I had to personally go to the Time Warner office to exchange - very inconvenient.

My main problem is that we have no other cable options in Lincoln, pretty amazing for a city our size. A monopoly on cable service should not be happening in this size of a city.

thank you.
Paula Allen
5341 So. 68 Street
Lincoln, NE 68516



Pat Bracken
<pbracken@neb.rr.com>

03/31/2007 11:50 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Cable Input

To Whom It May Concern...

As recent as this week, I have experience problems with the new Navigator System.

My recorder shows and my channels above 300 would not play with any sound. This has happened once before.

I rebooted my DVR Box with no change. A day later I called Customer Service. We re-booted again

and the service clerk sent a signal. No change.

We schedule a service visit for Tuesday, between 4:30 and 5:00. I

told her I get off at 4:30 but

would be home at 4:40 p.m. and the service tech should call first. I

came home at

4:32 and found that the service tech had come at 4:20 p.m. I found a

message on my answering

machine saying he was on his way.

I corrected the problem myself by unplugging the DVR box for 24 hours

then plugging it back in and

re-booting the box.

Pat Bracken
2111 Sewell St.
Lincoln, NE 68502



"Pete Lange"
<Pete@PeaseBindery.com>

03/27/2007 03:52 PM


To <cic@lincoln.ne.gov>

cc

bcc

Subject Time-Warner Cable

History:

 This message has been forwarded.

I pay Time-Warner about \$150 a month for digital cable, high-def cable, a DVR box, and high-speed internet access. I had no complaints about my service until they introduced their new cable guide. This has reduced the utility of my DVR to almost zero. I'm sure I have the same litany of complaints as many others. When using the guide for any purpose it is subject to continual freeze-ups, where it will not respond for over 30 seconds. Scheduled recordings are often not recorded, regardless of how many times the series recording schedule is updated. Due to the freeze-ups it can take 10 minutes just to change one series. Sometimes it will work OK but it hasn't improved much from its introduction. I have an additional long list of more minor reasons the new guide is less useful and useable than its predecessor.

I received a form letter from a Time-Warner executive saying they were sorry and it would all be worked out and it was really all to give us better service. He also explained how this was a test market to work out the kinks before they forced it on all their customers. My big complaint is that I wasn't asked if I wanted to be a Beta-tester for their new software and I wasn't offered any compensation for the reduced utility of the service for which I am paying so much. How long is this testing phase going to last? My service is only marginally better than when they introduced this "Beta" software. What will the City of Lincoln do to hold them accountable for using their monopoly position to justify poor service?

Thank you,

Peter Lange

Lincoln



"PAT FEY"
<pfey51@hotmail.com>
03/27/2007 08:15 AM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: CABLEVISION COMMENT

We are very dissatisfied in the new Navigator system that was installed. This system does not come close to the previous software and I don't think it is worth the \$85 we are paying for cable tv.

The following are just some of the reasons we are unhappy;

1. Rebooting is a pain and waste of our time when trying to view your favorite program.
2. When viewing a taped program on the DVR, the channel does not stay on the previous channel you were viewing, which prevents you from switching back and forth from tape to live during commercials. Passport system was great for this.
3. The guide is lousy and very uninformative. Searching is another problem.
4. Sound is very poor during HD channels, we have to turn the volume up to be able to hear the program.
5. Fast forwarding does not stop at beginning of the program....Passport always would go back a few seconds prior to stopping.
6. When scheduling a program to tape, it highlights the program, but when the time to start the program, it doesn't record...but yet it is highlighted as it is recording. Not a trusting DVR, We might as well go back to using our VCR.

These are just a few of the complaints I can think of right now....but I'm sure there are more.

I just don't see we are getting our money's worth on this new system, and \$85 a month is nothing to laugh at. If we purchase an item in a store, if we aren't happy, we can return for a full refund.....what can we do here????????????????? Is this forcing us to switch to Direct TV?

Pat and Gary Fey
423-3657

5.5%* 30 year fixed mortgage rate. Good credit refinance. Up to 5 free quotes - *Terms



"PAT FEY"
<pfey51@hotmail.com>
04/11/2007 10:44 AM

To: cic@lincoln.ne.gov
Cc: pfey51@hotmail.com
Bcc:
Subject: TIME WARNER CABLE

This is my second email I am sending with problems with Time Warner Cable TV.

Last night, while watching the last 5 minutes of "Dancing With The Stars" to see who would be eliminated, guess what.....my DVR box decided to "re-boot"!!!!!!!!!!!!!! This took a good 5 minutes to do, so I missed my program.....what is going on with this software???????

I did get a call from a technician from cable a couple of weeks ago to answer my previous email. I did state that we are thinking of returning the DVR and going back to using our VCR. I just don't see the cost justifying the service we are receiving. He asked if we would give it about 3 more months to iron out some more of the software problems first. He also said he would give us a 6 month credit on the DVR, which figures to be under \$20. Wow.....I'm impressed! Can Time Warner afford that????? I guess paying \$86 per month for TV was a great bargain getting back \$20....go figure. Yes, giving credit for the use of the box is fine, but without the box not working, then my TV is not working either.....so explain how that is not considered in the 6 month credit?

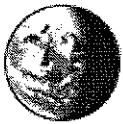
Another problem I am having which I forgot to mention in my first email, which I hope gets looked into, is the sound quality I am getting. The sound is so muffled on the higher channels that I have had to use the closed caption feature on several occasions to understand what is being said. Or, I can switch to the lower channels and hear what is being said, which defeats the purpose of my HD TV and the quality of picture I receive. I did call about this, and they walked me through to adjust this problem, but it still is not any better. So listening to "American Idol" is a waste of time if I want to hear what the contestants sound like.

I wish I knew what the answer is, but getting an increase in cost of service and receiving less quality of service cannot be right or fair! I don't think I can give Time Warner another 3 months of frustration. I am in the process of looking into other systems and not giving Time Warner another dime of my money. Yes, there are problems with the other systems, but it can't get any worse than what I am experiencing now.

Thank you for listening. It's time for someone to step up to the plate and help the customers of Time Warner Cable since our voices are not being heard by Time Warner. When I pay my electric bill, I don't expect to be without electricity for a period of time on an on going basis, so why don't I expect the same service from Time Warner Cable?

Pat Fey
423-3657 (h)
434-0162 (w)

Can't afford to quit your job? – Earn your AS, BS, or MS degree online in 1 year.



Pamela A Holmes
<pholmes@unlnotes.unl.edu
>

03/28/2007 10:50 AM

To: cic@Lincoln.ne.gov

cc

bcc

Subject: Time Warner Cable Problems

I wish to add my voice to the many complaining about the service being provided by Time Warner. As Rudy Anderson stated at the recent hearing, Time Warner needs to admit their mistake and refund a large portion of everyone's bill for the last several months. There are many periods of time each day when I cannot watch my TV because it is rebooting. For Time Warner to state that the problems are partially caused by user error, just adds insult to injury. What am I doing wrong, when I go to my guide and cannot access it because it needs to be rebooted??? And what am I doing wrong when the TV just begins rebooting on its own in the middle of my favorite program? Time Warner was so eager to get their new phone service started, which includes being able to see on your TV the caller I.D. (or so I hear, it will be a cold day in you know where before I add any products to the exorbitant amount I am already paying every month for TV and Roadrunner) they put their Navigator product out before it was ready. It should have been thoroughly tested on a group of people who were AWARE they were a test group, instead of being tested on the entire city of Lincoln. And then time should have been spent fine-tuning all the glitches and problems that were encountered, because there are MANY!!

Time Warner's response is completely unacceptable. They will not accept blame and in turn, try to blame their customers. Their response was to raise their rates. These are not good business practices! I am tempted to change to another service, but options are limited if you want to avoid satellite systems. The Passport system was fine, it is frustrating that Time Warner thrust an inferior product on us to replace a product that was very adequate to everyone's needs.

Pam Holmes
5701 Saddle Creek Trail
Lincoln, NE 68523
402/423-1972



PieGrama@aol.com

03/28/2007 05:53 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: (no subject)

To the city council. I was unable to go to the meeting last night. I have not been able to record anything since the change to the new system. I called the cable company to ask how to record and the person I spoke to rattled off something very fast and I still can't record. He made me feel stupid for asking. I hope this can be resolved because I don't want to switch to a dish. Thank-you, Claridy Stauffer 3027 Browning Street.

See what's free at AOL.com.



PJELEE@aol.com
03/30/2007 07:31 PM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: Time Warner Cable - Navigator

I am writing in response to an article seen in the Lincoln Journal Star. I am so grateful that someone is doing something about this horrific product forced upon us in Lincoln. I have had nothing but trouble, frustration and irritation since Time Warner switched software to it's new Navigator system. Nothing angers me more than paying almost \$84 a month for something that barely works. I don't know how many times I have called into Time Warner to get it "fixed" only to find the "solution" temporary. It is a routine thing at our house to unplug our cable box 2-3 times a week. This means I have to pull a huge piece of furniture away from the wall and crawl behind it. I curse and swear that I will immediately cancel my Time Warner service - "if they make me do it one more time" Well, that was four times ago. You see, that is the problem. Time Warner doesn't care about it's customers. We have put up with a lousy product with little complaint so they figure we can live with it. NO MORE! This product stinks, it's expensive and I am sick and tired of dinkin' around with it just to get it to work for a day and a half.

Please do something to make the big boys listen to the little people!

See what's free at AOL.com.



"kurt krueger"
<porsche_944turbo@hotmail
.com>

04/04/2007 12:46 AM

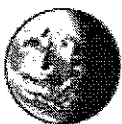
To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner

This is late but my thoughts on Time Warner's Service is not good. Since they updated I have not been able to navigate through the guide without troubles, it reacts to what I pressed about 3 minutes after I pressed the button. Also when I am watching movies on the movie channels that I pay extra for they don't always come in clear and in fact they come in as if I was trying to watch TV on a satellite in a thunderstorm. I really don't see what I am paying Time Warner for if they provide service like this.



"Jim & Maureen Harvey"
<prairie13us@neb.rr.com>
03/27/2007 02:09 PM

To <cic@lincoln.ne.gov>
cc <jcook@lincoln.ne.gov>
bcc

Subject Cable Television Advisory Board - Comments re: Navigator

To Cable Television Advisory Board...

We understand you are going to meet tonight to discuss Time Warner's Navigator which replaced the Passport television program navigation/recording system. Please add our votes to those who feel the amount of inconvenience caused by Time Warner's decision to launch their system in Lincoln, NE has been sufficient enough to warrant a general reimbursement to all the customers who have been affected, not just a select few who may have more time to call and complain than others.

Apparently Time Warner knew there might be problems with the new system, hence the limited roll out of their product which was, by the way, advertised to be better than Passport. As guinea pigs for this new product, don't we deserve some extra compensation for serving as test subjects?

Even when all of the current problems are fixed, we don't see Navigator as better than Passport or even as good. We understand this change was done so Time Warner can provide "extras", like the ability to display on our television set who is calling us when the phone rings...if we have their telephone service, of course. First and foremost we want Navigator to provide us complete program information and dependable, fast DVR recording capabilities!! We would like Navigator to be as good as the Passport system we had. Then, and only then, should Time Warner begin installing and promoting additional enhancements.

We contacted Time Warner shortly after Navigator was installed to report we did not feel the new system was as good as the former Passport system. There were the infamous long response delays in moving around the programming guide, utilizing DVR functions, etc. Initially we thought our handheld tuning device's batteries were worn out and replaced them, but, of course, to no avail. The Time Warner technician informed us the inconvenience would be "temporary". Little did we realize this temporary inconvenience would turn into months of television viewing/programming frustrations. Like so many others, we were directed to perform the unplug/replug routine which would fix the problem for a day or so. Doing this unplug/replug routine soon became a part of our daily existence. As late as a week or so ago, we had to call Time Warner...an exercise which always requires waiting for the next available technician...to report we were still experiencing delayed response problems on our high definition DVR box. We were told yet another fix was coming and he would put our name on the list to get it. This may have occurred as the really long delays haven't occurred in the past few days.

So, we're crossing our fingers that maybe, just maybe, Time Warner is getting a handle on the delayed response problems with their Navigator System. We're also hoping DVR problems with missed and incomplete recordings have also been fixed. Fixing these problems, however, won't make the Navigator as good a system as Passport. The information contained about each program on the Navigator guide is less than what appeared on Passport's guide. The keyboard program search function doesn't work nearly as well, perhaps because Navigator's program grid seems to go out only a week, not nearly as far into the future programming as Passport's. Passport seemed better able to sort out reruns from first run programs. We find we need to check our DVR future recording list regularly to correct errors Navigator makes in this regard. One really nice feature Passport had which Navigator lacks was the automatic second or two back adjustment done when fast forwarding through commercials, etc. Now one has to fast forward and then back up a bit to get where you want to go. We are hopeful Time Warner will continue to work to improve their Navigator System and bring it up to the same caliber of the Passport system they previously offered. Perhaps with the Board's oversight, needed improvements will be accomplished.

Sincerely,
Jim and Maureen Harvey



Pamela Starr
<pstarr1@unl.edu>
04/06/2007 09:06 AM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: Comment on Time Warner Cable service

To whom it may concern:

I would like to add my emphatic agreement to those who would make Time Warner Cable much more accountable to the Lincoln community it now serves. As a monopoly enterprise providing an important service, it simply is not responding adequately to its responsibilities, and its technical support is definitely inadequate. Thank you for adding my voice in support of serious review of TWC, in light of its service to the Lincoln community.

Pamela F. Starr

--

Pamela F. Starr
Professor of Music History
University of Nebraska
108 Westbrook
Lincoln, NE 68588-0100

402-472-5122 (tel.)
402-472-8962 (fax)



Quiller
<quiller@equiller.com>
03/28/2007 11:57 AM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: Time Warner Cable

This letter is intended to comment on the recent discussion of Time Warner Cable's new DVR system. I assume there is nothing to be said that hasn't already been covered, but I feel justified in adding another voice to the fray: the new system Time Warner has released is not only inferior to their previous system, but at times is completely unusable and frequently unstable.

Of particular concern, however, is not the system itself but the marketing campaign that led up to it. I received multiple notices from Time Warner which proclaimed their upcoming system to be more attractive, easier to use and all-around-better. There was no mention of Nebraska being used as a beta testing market before the system went out to other portions of the country (something which was told to me by a Time Warner support rep., after the fact, over the phone).

While I am upset over Time Warner's "take a step backwards to take one forward" approach, I understand it can be necessary to test these sort of software changes on real, paying customers. However, if Time Warner is going to use Lincoln, Nebraska, or any other community as a testing market, their customers should be aware. It is this aspect of the situation which I believe Time Warner has a duty to address.

Quiller Caudill
1935 N 54th St
402-770-2219



Ralph Calafiore
<rcalafi@lps.org>

03/27/2007 02:58 PM

To cic@lincoln.ne.gov

cc

bcc

Subject Poor Cable Service !!!

I am a very unhappy cable customer. Since Time Warner changed their navigation system I have experienced a number of problems with the 1. Guide service 2. The system failure to record different shows. 3. Shows being deleted 4. several times or box locked up and we were unable to watch certain channels 4. Rented one movie off of on demand and it never started was also charged. The list can go on. I am looking for monetary compensation for the poor service. I pay \$100 a month and I am real close to making a decision to switch to the Dish Network.



"Clarice Chapp"
<rcchapps@alltel.net>

03/27/2007 07:02 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner

Hello,

My husband is hearing impaired. He needs closed captioning to be able to watch and understand television even though he wears two hearing aids. When we subscribed and paid extra for the Encore Movie Channels. Before the download of the new Decoder we had closed captioning on all stations, after the download we lost closed captioning on the Encore Channels. I have called and reported this so many times but it remains the same outcome. Their answer is to set the closed captioning on my TV's selector and turn it off on theirs. When we first signed up for the digital and High Definition channels and had to use the box and its selector in order for everything to work right they had to disable all my TV's selector abilities so it tells me "Not Available" when I try to do what they have asked. Their answer to that is for me to call my TV's maker. Please!

Please! Get them to get this right.

Thank You,

Clarice Chapp

5201 NW 3rd St.

Lincoln, NE. 68521

402-476-6243

rcchapps@alltel.net



"George"
<realgeo@neb.rr.com>
03/28/2007 10:52 AM

To <cic@lincoln.ne.gov>
cc
bcc
Subject Time Warner

I am a retired television broadcast/television production engineering supervisor. Changes in technology happen. The goal is always focused on making improvements in the products and delivery of the products to the end users. The moves from black and white television to color television, from monophonic audio to stereo audio, and now High Definition television and surround sound were all accomplished with minimal trauma. There was never the need to go backward and deliver a lesser product to the end user, in fact, to do so would have been unthinkable. That does not mean that there were no glitches or compromises that have happened. The glitches were dealt with rapidly. The compromises, and yes, some bad decisions can still be seen and heard. Typically, the reason for the compromises and decisions that exist, for the most part, are an attempt to squeeze more services out of a limited bandwidth. An example is in the change from analog to digital. It suddenly became possible to shortchange the primary service, at least for a portion of the day, and deliver additional lesser quality services with that "extra" bandwidth. Even so, this has been done in a fairly transparent way to the majority of the end users.

Time Warner, on the other hand, has chosen to take a very nice and quite intuitive programming guide out of service to all end users and replace it with the poorly developed "Navigator" which was and is still very far from being ready to be released. In this case all end users in Lincoln are being forced to be Beta testers. They should have asked for a group of volunteers to participate in the development of Navigator and should not have released it until it was of equal capabilities and quality to the old guide.

This being said, is the core of their decision based on **permanently reducing the new guide's qualities and capabilities to squeeze in more services that they otherwise could not accomplish** or is their intent to **equal or improve on the old guide and add more services**. In either case the end user is currently being abused. If their goal is to equal or improve on the old guide and add more services they have gone about it in an unacceptable way.

George Frederick
Retired NET Supervisor



Rich and Elaine Hoover
<rehoover@neb.rr.com>

04/06/2007 03:20 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Re: Cable hearing complaints

From: Richard and Elaine Hoover
3506 Cape Charles Rd. East
Lincoln, Ne. 68516-5445
rehoover@neb.rr.com
402-421-9193 (home)
402-472-3058 (Rich at work)

The following are the complaints that we have noted re: Time Warner Cable's issues that the Cable Television Advisory Board is having hearings on:

1. We have cable TV, road runner internet service, and our land line telephone through Time Warner.
2. The data gray portion at the bottom of our screen is on again/off again in no particular pattern. When we call Customer Service, we listen to several choices before we hear the # to push for Cust. Service. Sometimes the personnel answer promptly, other times we have been put on hold. We have been told the wait would be approx. 10 minutes, but I hung up after 29 min without talking to anyone. The data portion sometimes comes back on without our doing anything; other times it goes off for (our chosen limit) 24 hrs and we must call.
3. When I have talked to Customer Service reps (various ones over time), they are not apologetic, but rather convey the attitude that they are doing us a favor talking to us!!! One woman told me to go over and unplug the box myself to "fix" the data that was missing. I asked if she could do it for me from her office (because I knew personnel had done that for us previously) and she said yes, but the "fix" might last longer if I did it myself. I inquired what she meant. I was told the "fix" could last from 1 to 2 seconds, a day, a month.....it just wasn't known. I had her do it from her facility and it lasted 12 hrs, but then returned spontaneously the same day.
3. One male Customer Service person did tell me Time W. has narrowed it down to one particular style of box that they came out and installed (we were not given a choice, they just called about a yr ago and asked when they could come do this). We have the style of box that will need to be taken in to the Time W. office and exchanged. I asked if Time W. personnel could come out and make the changes (we have 2 boxes, 2 TV's on cable) and she said they could but it would take longer. I commented I thought it should be a prompt service since we are paying a great deal each month on their bill and NOT require the customer to come in, etc. We haven't done anything yet but are waiting to hear what the Advisory Bd. recommends.
4. Sometimes our cable box goes off, and we have done nothing to it.....the TV has a black screen. We call and are told about the unplugging/replugging directions.
5. In terms of our telephone land line, the middle week of March it went out off and on (for long periods of time) for several days. I had no telephone service, therefore I had no internet road runner connection. This happened without warning over and over.....when I called, the Cust. Service person had no answers. It finally stopped doing this disconnect after three days. However, just yesterday our "call waiting" feature ceased working. We had at least two calls that did not get answered because we did not know there was someone trying to reach us. We were NOT in an area listed as "under work or repair" at the time. We do not like our phone connection severed at ANY time, and internet use is important to our work and interruptions cause many problems.
6. In our opinion, Time Warner owes all of its customers refunds on already paid bills, and greatly lowered rates until the problems are fixed permanently. Someone besides Time Warner should be involved in setting the refunds and bill lowering to make certain it reflects their lack of service, lack of concern when people call, lack of solving the problem brought on by a system THEY created in a fast amount of time, and to be sure the interests of the public are served, and NOT those of Time Warner, who obviously would like to save money not refund, etc.
7. We suggest their Customer Service staff be re-trained in courteous and empathetic practices.....they don't seem to understand that we are upset over the continuing bill payments and not getting services promised. They

need more staff on duty so waiting times are lowered considerably. Their phone answering line needs to be fixed so it properly addresses the length of wait time. To be told to call back "because they are experiencing a high volume of calls" (and it's Sunday morning) seems odd.

8. In regards to our land phone line and internet service, the installer for this did not know what he was doing. He spent 2 hrs in our home looking for "the connector area" and finally called the office for further info. He found it after their help in the ceiling (finished basement); he had to pull loose some ceiling tile. He left the mess on the floor for me to clean up. After a couple wks, the internet service was "down" too long, so we called. Another service person came out, made many changes in the connector box and said the previous installer had not known what to do and had made several mistakes. At that time he indicated some of the installers were not Time Warner employees, but rather the work had been contracted out. He was an employee of Time Warner.

9. I asked the woman, who thought it would be good for customers to do the needed work to change boxes, when the problems might be fixed. She didn't know anything about that--different dept from hers. She seemed to have data on the 3 recent times we had called about the data box on the TV not working.....so I asked her if they kept data on all problem calls. "Yes". I inquired if someone was culling this info to find out who had the problematic boxes like we do and contacting these people to offer help, to bring out new boxes. The answer as she knew it was "No" we don't have time to do that.

10. My husband took a call the last wk of March from a survey company who wanted to talk to the last person in the home who had called into Time Warner Cable about a problem. At that time, it had been my husband. They asked him many questions (about 15 min worth). They identified themselves and the company they worked for. I have the phone # on caller ID and called it recently. It is indeed an independent survey company. They could not confirm (I emailed them later) whether they had called my home re: any subject until I sent them my phone #. I did not wish to do that. The purpose of the survey was not made clear to my husband, other than it was Time Warner contracted. Some of the questions did not even touch on some of the problems; had answers that didn't even offer choices that were realistic, and generally seemed like the survey was put together by someone who had no idea of what we customers are experiencing day to day. Their data doesn't seem to me like it will be helpful, since the questions asked were often irrelevant or had answers to chose that weren't even close to customer's experiences.

11. The last time I called on the data box being blank, which was the weekend of Mar 31, the woman told me she knew of no surveys being done with customers, when I mentioned we'd had a call. That's why I contacted the survey # on my caller id, and used the web address to write them. We assume it was not someone just being annoying because they took so long to ask all the questions. However, the Cust. Service staff woman should have known if survey work was being done.

12. In our capitalistic economy, competition serves many good purposes. Why does Lincoln allow just one cable company access to the citizens of Lincoln? Possibly allowing Cox or some other large cable company into this market would serve the citizens of the city very well. This might quickly alleviate some of the "I don't care" attitudes of the employees of Time Warner if they knew there was competition for their customers.

In summary, much of what has transpired in recent years for Time Warner could be quickly alleviated if they had competition. We believe that this investigation should read to more than just some complaints to Time Warner. It should lead to a completely new look at how cable services are allowed to be marketed to the citizens of Lincoln and the surrounding area.

We would be pleased to respond in greater detail if asked....Thank you.



Rich and Elaine Hoover
<rehoover@neb.rr.com>

04/25/2007 04:18 PM

To cjc@lincoln.ne.gov

cc

bcc

Subject MORE Cable hearing complaints

History: This message has been forwarded.

Dear Ms. Guillaume,

Thank you for encouraging us to contact this email address should problems with Time Warner persist over the next month. Indeed they have! If Time Warner is indicating they have the problems fixed, that is not true. Any patience that we had left for dealing with that company has dwindled away.

Right after we wrote you the last time (4-9-07), we had an incident when the screen went black, and I had to do what is now the "typical fix", unplug both cable plugs to the box, and wait for "mystro"--or whatever it's called-- to go through its cycle (little white boxes light up on a blue screen on the TV, as it "does *whatever* to reset".) It takes a few minutes or more depending on what it's doing. Then the screen goes black again without any instructions. We know from past calls that we need to push the "on" button on the cable box to get the TV and cable back to running status again.

There are so many times when Time Warner could merely give directions or info before the screen goes black, but they don't. They just leave the customer "in the dark" to call the usually unhelpful "help number", or to try *whatever* the customer has had success with previously. In our opinion, the cable company needs to insert some kind of messaging to the TV viewer as to why the programs are going off, what to expect, and what to do afterwards.

We have had the need to make several more calls to the "help line/customer service". About 1 wk ago, the worker who answered after only a few rings, told me she didn't know the answer to my question because she was hired to just answer the phone, so it wouldn't ring so long.....so customers would get "a person" rather than the phone ring, or a wait time. She took down the info on the problem (it was the above problem) and said a technician would call me back "sometime today". I had called at @ 9a.m.!!! I pointed out to her that I was interested in being able to view my TV, and change channels, etc. during the day, NOT wait for someone to call me "later". She said it would be soon, since she'd emailed the problem to the technicians. I did try the "routine fix" as listed above, and got it working. Someone did call me back after 40 min, but I no longer needed help.

On Fri. of this past wk (4/20), we began having problems with the receiver box/remote. I called and asked for someone to come out, but had to wait until 9 - 1 pm on Monday, the 23rd due to volume of calls needing technicians. We waited. For the 23rd, I'd asked if I could have someone come right around 9, as the first call, since I had other things to do that morning. She said she'd make a note. The cable person came at 10:30 a.m. He worked on all the parts of the cable system in the townhouse, at my request. He provided us with new boxes for the 2 TV's that use them, we had 2 new remotes, we had things reset to match our TV's, he checked the big green box outside for any problems and "did a few things out there", he reconnected the cables to the connector in the ceiling in the basement, strengthening the signal. He sincerely tried to be very accommodating.

How could we have further problems, when he'd been that thorough?

That same afternoon the Liv Rm TV went black and the box started using numbers different from TV stations on its own. I called the "help desk". This person actually helped me by saying the box was resetting since it had been in the workman's truck a while and needed to update to the latest Navigator work. That made sense. It did do a countdown of sorts on the box; I was told to wait at least 45 min for it to be ready to reboot (unplug, push power on box again). I did this, and it worked. I wished the repair person had warned me that I would experience this event.....and that it would take 3/4 of an hr to get updated.

On Tuesday (Apr 24) at 7 a.m., we attempted to turn on the TV with the clicker and nothing happened. The only way I got the TV on was using the button on our TV set. The volume wouldn't work on the clicker. Stations couldn't be changed with the clicker. Everything had to be done via the TV or the box by hand. The "help desk" person was not cheerful; when I wasn't very familiar with some buttons on the remote in terms of locating them (seldom used buttons), he became irritated. Finally he said it was the remote that was malfunctioning. I couldn't believe it since the remote hadn't even been in our possession for 24 hrs yet!!!!!! It was supposedly "new".

The 'help desk' spoke to my husband at my request because I was told I'd have to bring in the problematic remote to get a new one. Or wait until today(Apr 25) to have a service call. I waited until today. We used the remote from the lower level to fill in (also a new remote). That failed about 4pm yesterday as well. So we were back to using the box/TV to do all functions. I was told to wait the 9 - 1pm time frame again for someone to come here. I considered that very inconsiderate since we'd already had a service call, and that call was waited for by me, and the worker didn't get the situation totally fixed.....we deserved some kind of prompt service. No, that was not possible.

Today(4-25) the service man arrived about 10am. He did the checking of things very professionally. He determined both of the new remotes had problems. One was totally bad.....the other wasn't programmed properly. That made me wonder why I would even be encouraged to come to Time Warner's office to get another remote-----it has to be programmed by a service person, so going to get one would be useless anyway.

This service person was somewhat candid, although he did tell me the service people have been told NOT to make any comments about the 'help desk', the new Navigator system, the changes the Mgmt are making or are not

making, etc. How unfortunate that Time Warner must cover up their activities by telling service people not to talk to the customer about such things.

I will share that I have become aware that Time Warner could indeed make its almost daily updates in the middle of the night, so it doesn't bother many people and all those calls don't come in to the rather questionable "help center,". The reason they don't do this is so none of the higher level staff have to get up in the middle of the night to come in and do the work---10 people or so would be inconvenienced but they work for Time Warner. Is that customer service? Is that problem solving? Is that saving any money when the calls come in by the dozens when the screens go black for so many minutes?

It does not seem to us that Time Warner is close to being finished with its "cleaning up its act". They have many things to accomplish yet. Indeed, the refund mentioned by many has never been revisited nor given. It needs to be. They have not earned the amount they charge. It seems they aren't even trying to reach 100% customer satisfaction. I have not seen the report by the Committee on cable hearing complaints.....have I missed it, is it still in progress, what is happening? Many besides ourselves took time to appear at the meetings, speak, write emails, letters, make phone calls to the number that took recorded messages. Where is the feedback for those of us who are so dissatisfied? Where are the solutions?

We realize you are the person who facilitates getting the complaints to the proper individuals who deal with it. We are pleased that you have been so helpful, and that you encouraged us to write over the period of time that I just covered, even though we'd given some information once already.

Would it be possible for us to hear from someone on this committee taking complaints so we hear first hand what the process has yielded, and what the solutions are, including the question of refunds due to terrible Time Warner service in all respects? Actually they do manage to get the bill to us promptly each month. That aspect of their organization has never failed!

Sincerely,
Richard and Elaine Hoover
3506 Cape Charles Rd. East, Lincoln
rehover@neb.rr.com
402-421-9193

CGuillaume@ci.lincoln.ne.us wrote:

Thank you again, for your response. If your problems persist in the next 2-3-4 weeks, do send in another email. Even though TW has indicated several 'fixes,' and 'everything is OK now,' we have found through continued emails, that problems still continue.

Rich and Elaine Hoover
04/09/2007 12:49 PM

<rehover@neb.rr.com>
Subject : Thank you~ Cable hearing complaints

TO: cic@lincoln.ne.gov

Thank you so very much for letting us know our comments reached their intended destination. We have continued to have problems, but adding to our already long list would just be a case of "overdoing" things. The point is already made that Time Warner has a great deal of work to do.
Rich and Elaine Hoover

Richard/Elaine,

I received your comments on Fri., Apr. 6 concerning Time Warner just fine. I also received your written comments. You may send comments on any Time Warner issue at any time to the Citizen Information Center. The office email is cic@lincoln.ne.gov. All comments received are forwarded to the Cable Advisory Board and Time Warner. They will become part of the final report of the Cable Advisory Board to the City Council.

--Connie

City of Lincoln
Citizen Information Center
441-7375



Jo Stutheit
<rgstuth@inebraska.com>

03/28/2007 09:08 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Comments Re: Cablevision's Navigator Programming Guide

I would like to provide comments regarding the Navigator programming guide that Time Warner has switched to. My wife and I are very disappointed that Time Warner has "forced" this new programming guide on Lincoln subscribers before further testing. I feel it was somewhat irresponsible. I do not know of any software manufacturers that release new software for public purchase before extensive testing and the release of beta versions for select people to test. To expect Lincoln subscribers to pay for an inferior product while it is still essentially "in development" is unfair. We experienced many of the same problems that have already been pointed out in previous news articles. In addition, these are other issues we have with Navigator:

- 1) When we select to record a show on a high definition channel such as 111, Navigator will also record the same show on the "sister" low definition channel (ch. 11).
- 2) We cannot "prioritize" shows to record in the event three or more shows we want to record are on at the same time.
- 3) Navigator has very poor graphics, very pixilated.
- 4) Navigator does not auto rewind a few frames when you stop fast-forwarding.
- 5) Navigator does not tell you if a show is "new" or a "re-run".
- 6) The old Passport guide would show a circle with a slash through it for shows that were scheduled to record, but weren't because of a conflict. The old Passport programming guide was wonderful and performed many functions with few glitches. It's graphics were far superior to Navigator as well. It seems that Lincoln subscribers are due some amount of compensation for having to pay for an inferior product that is still in development. In other words, compensate us for being "guinea pigs".

Sincerely, Randy and Jo Stutheit



"Dick Christensen"
<rlc@christensen.com>

05/15/2007 09:57 AM

To <cic@lincoln.ne.gov>

cc ""Ubben, Bruce"" <Bruce.Ubben@twcable.com>

bcc

Subject Time Warner Rebates

This msg is a supplement to my previous msg of 5/11/07. Included in that msg was info that the HDMI output from the HD DVR is not fully functional and no date was available for full functionality. Bruce Ubben from Time Warner advises me that I am out of date and that the HDMI output is now fully functional.

Dick Christensen
1901 Devonshire Dr.
Lincoln, NE 68506
rlc@christensen.com



"Dick Christensen"
<rlc@christensen.com>
05/11/2007 10:59 AM

To <cic@lincoln.ne.gov>
cc
bcc

Subject Time Warner Rebates

The idea that individuals complaining loudest should get largest rebates offends me. The rebate is due because of product defects, not the available time or persistence of the complainer. Payment on an individual basis is just a tactic to buy off critics.

Time Warner abused their customers and should provide a large(50%) rebate to all. And the Cable Board needs to gain visibility to assure that this comes from profits, not from increased fees.

FYI - TWC advises me that the HDMI output from the HD DVR is not fully operational, nor could they offer an estimate of its availability

R L Christensen
1901 Devonshire Dr.
Lincoln, NE

rlc@christensen.com



"Richard E. Batten"
<rick@batten.biz>

03/28/2007 03:31 PM

To <cic@lincoln.ne.gov>, <beth.scarborough@twcable.com>,
<john.matejovich@twcable.com>,
<mike.kennedy@twcable.com>,

cc

bcc

Subject Time Warner Navigator software

All concerned,

I currently subscribe to Time Warner Digital HDTV DVR service.

If TW thinks they have fixed the problems with their service they are seriously delusional.

As of today 3/28/07 these are some of the problems that still exist:

1. Time Warner programmers still have not fixed the fast forward/rewind function to intelligently stop where you wanted the DVR to stop at. This is a function on which speed you were scanning at vs. eye to hand coordination time. Now when you push play from fast forward it play from exactly where you pushed the button instead of backing up 2 , 3, or even 5 seconds to where were when you pushed the button. So you spend a lot of time forward and reversing to find the exact end of the commercials. This is something TIVO is very proud of and so was Pioneer the people who wrote the previous software.
2. I still have to reboot every few days to receive my channel lineup. I select guide and move to 1 or 2 days in the future and now programming has been updated
3. If I remain in the guide for more than a few seconds without programming available the DVR box crashes and forces a reboot.
4. The interactive features do not work. I have tried to access programs about current models of automobiles, only to have the box say that it is currently not working on my box. Time Warner scheduled an appointment to come out and look at my box only to cancel 30" before they were supposed to be at my residence. I did not bother to re-schedule.
5. You do not get enough program data from the guide. It looks like Microsoft Windows 3.0 all over again. My daughter at WayneStateprograms better than this, and she is a psychology major.

The only reasons the number of complaints have decreased at Time Warner is that people are tired of the same response, reboot and we'll let tech know of you issues and force a download of the latest software. How many versions of the latest software are there? One every time I call.

The only reason I keep Time Warner service is for Roadrunner and the DVR service. I can receive all HDTV signals from my home antenna system, and as soon as I get all the bugs worked out of my multiple Home Theater Personal Computers running Beyond TV software, I will give Time Warner cable the boot and run strictly Roadrunner or move back a step to DSL.

Sincerely
Richard E. Batten



Rolanda Kortan
<rjkortan@yahoo.com>

05/17/2007 09:26 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Cable problems

History:

📧 This message has been forwarded.

I have so many complaints I do not know if there is enough paper to write them all down. We still continue with problems of having to rebut almost daily and we have 4 boxes. The remotes never work. It randomly records programs that we did not want and the ones we want it does not record. It automatically deletes record series and I end up missing my programs.

There charges are outrageous I am paying 206.00 a month for cable phone and internet it is ridiculous.

When I do call in with a problem I can almost always sit on hold at least 10 minutes and 80% of the time you will get someone that is so rude you just decide to try and fix things yourself as opposed to getting a rude PR person.

On Saturday the 5th of May when we had that thunderstorm I had no phone and no internet from 8:30 am until 3:00 pm. They had a hard time finding the problem and finally found that a tree in my neighbors back yard had grown into the cable box and the box filled with water. they ran a cable through 3 of my neighbors yards and mine and said they would return on Monday the 7th to put the box in our yard to date nothing has been done. They walked through my neighbors garden and smashed all his onions he had planted. I have called them as have my neighbors as to when they will fix this with no response.

I wish we had some competition as I would drop them so fast. I feel I need some compensation or at least a decrease in the rates they seem to just get higher.

A VERY UNHAPPY CUSTOMER !!!!

____ Need a vacation? Get great deals
to amazing places on Yahoo! Travel.
<http://travel.yahoo.com/>



Robert Rickover
<robert@alexandertechnique
.com>

03/28/2007 08:32 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner

This company has, in my experience, the worst customer service of any company I've ever dealt with - even worse than Alltel used to be, if you can imagine that.

The problems are 2-fold:

First, it takes forever to actually reach a human being to explain the issue.

Second, when you do reach somebody, they usually are unable to resolve the issue and so there's another long wait till you reach someone who can resolve the issue.

Third, almost always, the person you finally reach does not do what he/she promised. This has happened over and over with me, and with other people I've talked to about this.

My own personal solution is to NEVER deal directly with customer service any more, but to talk to an executive of the company (who made the mistake of giving me her direct phone number) about any issue, no matter how trivial, and make it clear that if it isn't taken care of, I'll go to corporate headquarters with my problem. If I've had to waste any amount of time, I demand - and always get - a credit to my account). I find that works just fine - but it's obviously not a real solution to the problems with the company.

In my experience, the problems have gotten worse over the years and therefore I think the company should no longer be allowed to operate in Lincoln.

Robert Rickover



Robert Sheeder
<robertsheeder@hotmail.com>
m>

03/28/2007 01:43 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner Cable Comments

To Whom It May Concern:

I was unaware of the public forum in which to comment on the new Time Warner Cable Navigator software, so I am glad you are accepting comments via e-mail. Thank you for taking the time to read my comments.

I am currently a graduate student at the University of Nebraska studying Agricultural Economics. As a student, I do not have the same routine "nine to five" work schedule as many other residents of the city of Lincoln. That is why I enjoyed the new DVR and digital cable technology when it was introduced a few years ago. While expensive, (again, I'm a student and don't have a lot of disposable income) the Passport software employed by Time Warner was very user friendly. I remember thinking how nice it was to be able to set up a recording for my favorite TV shows each day and then watch them any time that I wanted. I was pleased with Passport and happy to pay the fee to have a product that works. This is why I'm so disappointed with the new Navigator software.

There is no comparison between Passport and Navigator. Passport is vastly superior to the new Navigator product that Time Warner Cable has forced upon the consumer. Not only is the guide very hard to read, it is very difficult to obtain program information further out than about one hour in time. I am also very disappointed in the recording feature of the DVR that I have. On at least four different occasions, the programs I have set to record have not been recorded by the DVR. On at least 4 more occasions, the program has started to record but the software has not recorded the entire program. It is not uncommon to view a recording that has the last ten minutes of the program "cut off," if you will. It is blatantly obvious that Time Warner did not properly test this software before releasing it to the public. I guess I could handle having an inferior product to Passport if I was being charged a lesser amount for the Navigator software. But this is also not the case. Upon inspection of my TWC bills, I noticed I was actually being charged one dollar **more** for the Navigator product. I know that one dollar is not much, but why should I pay more for a vastly inferior product?

I am to the point where I will probably drop the service from Time Warner Cable. I've been following this story for a while now, and I don't feel like TWC is doing much to alleviate the problems with the Navigator. As an economics student, I must say that a lot of the problems with TWC could probably be eliminated if another cable company were introduced to compete with TWC. As a monopoly on the cable service in Lincoln, I highly suspect that this product was forced upon the public mostly because the company knew there was no other alternative to the product other than satellite. The public really has no choice but to accept the inferior product because there is no real alternative to it.

Once again, thank you for reading my comments. I appreciate the work this body is doing to alleviate the problems with Time Warner Cable.

Respectfully,

Robert Sheeder
6210 NW 2nd Circle #352
Lincoln, NE 68521
(402) 984-3241



Pamela Ferris
<rpglorycamedown@yahoo.com>

05/20/2007 07:28 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Cable Rebate

1) Will there be a CAP on increases for the next twelve months?

A rebate from Time Warner Cable would be appreciated, but NOT if it leads to price increases down the road.

2) We would like to see a competitor enter the market here in Lincoln -- Cox vs. Time Warner? We are a captive audience, like it or not.

Pamela & John Ferris
2910 NW 7th Street
Lincoln NE 68521

Get the free Yahoo! toolbar and rest assured with the added security of spyware protection.



Pamela Ferris
<rpglorycamedown@yahoo.
com>

04/24/2007 05:24 PM

To cic@lincoln.ne.gov

cc

bcc

Subject Time Warner Cable

It has been an ongoing challenge at our home since the new programming guide was installed. We have called Time Warner Cable on more than one occasion and we also have made the trip to the local office to switch boxes.

NOT ONCE did the Company offer us a discount or rebate. NOT ONCE did a technician come to our home.

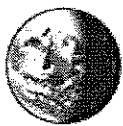
In fact, the first time I called the technician he told me to wait TWO WEEKS. Hopefully, he said, by then the problems would be resolved!

My brother and I resent being guinea pigs and having to pay over \$100 for our service. I use the DVR a lot and I still find some programs that are missing the last few minutes or bleep out at critical moments.

We believe EVERY TIME WARNER CABLE SUBSCRIBER should receive a significant rebate on their service to compensate for all of the inconvenience incurred during this test period.

John & Pamela Ferris
2910 NW 7th Street
Lincoln NE 68521

Ahhh...imagining that irresistible "new car" smell?
Check out new cars at Yahoo! Autos.



RSITTNER@neb.rr.com

03/28/2007 05:18 PM

To cic@lincoln.ne.gov

cc

bcc

Subject Time Warner Cable

To whom it may concern:

I currently have the 3250HD converter box. I had to "upgrade" to this box as the older model was booting on it's own quite often. The current model had some problems that have been resolved but still has some remaining problems.

I have worked with the TWC technician but we couldn't get all the problems resolved. The sound cuts in and out on channel 209. When I try to view the guide on 209, it takes considerably longer to display than any other channel.

We have sporadic instances of the picture going black for 10 to 15 seconds and then coming back. We've had it boot to the blue screen with the white progress squares a few times.

It seems that many of the channels appear darker than they should with the current converter but would probably need both boxes here to do side by side tests.

I have a co-worker that is experiencing the same problems and was recently approached by TWC to upgrade to the recorder box. They said that may resolve the problems.

Sincerely,

Dick Sittner
5631 Dove Circle
Lincoln, Ne. 68516



"Becky Sindelar"
<rsindelar@neb.rr.com>

03/27/2007 01:08 PM

To <cic@lincoln.ne.gov>

cc

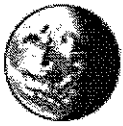
bcc

Subject Time Warner Cable Hearing

I wanted to share my concerns about the new Navigator system.

1. My cable box locks up all the time, sometimes I have to shut it down to get it to work and it won't shut down for several minutes.
2. My DVR doesn't always record the shows it is set to--I have to go in daily and make sure that those shows are scheduled to be recorded--even though I set the entire series to be recorded and it says so in the Series Manager.
3. Not user friendly
 - a. You can't hit the day button to move to the next day, you have to scroll through each time and each day to get to where you want to be.
 - b. the graphics are ugly
 - c. Sometimes it does weird things or doesn't let you do something you usually can do
 - d. When you are playing back a recorded show it doesn't tell you how much time you have watched or how much time is left.

It just seems overall that the Navigator doesn't work well and isn't user friendly.



Robert J Widhalm
<rwidhalm@unlnotes.unl.edu>
u>

03/27/2007 09:39 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Cable's Navigator

History: This message has been forwarded.

If I have the wrong email address, I apologize. I was listening to the news on the radio this morning, they said if you wanted to lodge a complaint and can't attend the meeting this evening (I'm judging the Pfizer Middle School Science Fair at Pershing) you could send an email. As I was driving, I couldn't write it down immediately. When I reached a red light, found a napkin and a sparkle pen (yes, I have daughters) this was the address I wrote as best I remembered it.

I asked my 14-year-old what I should say, she said "It sucks." I agreed, but I told her we needed to explain why we feel this way. Here's a quick list of our complaints.

It is incredibly slow loading, particularly compared to what was there before. While it's taking its time loading you no audio or video. More than just occasionally, after attempting to load or find something the menu will just go away and return you to your program. Additional attempts at that time to complete the search will achieve the same result, nothing. This seems to occur even more often when you're trying to search while viewing HDTV. This is particularly annoying since I have to pay extra for the HD cable box only to get less (no working search menu).

The old search was easier to find shows by title. The keyboard might be a nice idea if you could touch the screen and type or if there were a keyboard on your remote, but the reality is it takes far longer to maneuver around and type in a title than it did to page through all of the titles starting with a certain letter in the old search menu.

My personal biggest gripe, being the sports fanatic that I am, is the loss of the 'Live Sports' category on the search menu. Search for sports now and they lump everything together: football, poker, weightlifting, swimming and Xgames. Sorting by sport is not all that helpful, if you search football you'll get the Indiana Hoosiers coach's show, the 1974 Peach Bowl rerun, the 2003 Hall of Fame induction and the Ivy League post game show when you're trying to find out what the NFC game of the week is.

My final complaint (at least at this time) is it doesn't seem to be as smart as the old search engine. If you type in a channel that doesn't exist, nothing happens, but nothing happens for almost a minute before you can try again. This makes it difficult to look for those channels you watch only occasionally and don't recall the exact number. As I have channels through 509, I don't remember all of them. I realize I don't have 509 channels, but you understand the point. With the old system, if I wanted to find the Discovery Health channel (to throw out a channel I know vaguely where it resides but don't know its channel number) I could simply enter 220 and page down from there. Now I have to come up with a channel I actually know (like Game Show, 240) and then search from there. This is not a huge problem, but again, why do I pay \$90 a month for something that doesn't work as well as the previous product?

Sincerely,
Witt

R. J. 'Witt' Widhalm
UNL Press/Customer Service
800-755-1105

+==++==++

"You're a crazy old man."

"You'll get there eventually."

Witt



"Ryan Fitzgerald"
<ryan.fitzgerald.qu6a@statefarm.com>

03/28/2007 12:07 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject: Time Warner

I understand that we are talking about T.V. It's not life or death. At the same time I pay \$117.00 a month for cable. Once we got the new box, I knew right away it was a joke. It doesn't let you know if the show is new or a repeat. It doesn't tell you if a basketball game is live. It has very, very limited description of the shows and movies. Also, many times it only lists one or two actors in the movie, but many times it's list none. Also when movies are on regular channels, TBS, TNT, etc. The length of the movie is not listed. For example, if the time slot is 8:00-11:00, the movie runtime is listed as three hours. This is not accurate as the movie may be 1:45 minutes, and there are an 1:45 of commercials, therefore the movie runtime should be listed as 1:45 minutes.

For me, this is just the tip. I could write pages on what is wrong with the new box, and also what was right with the old one. If things are not fixed in a hurry, I will be leaving Time Warner. That includes my cable and internet. The last thing I want to do is go to a dish, but I will not pay \$1400.00 a year for cable that is junk. Add another \$780.00 for internet. Almost \$2,200.00 they are going to lose from me. Where I work, it's a big place, and many, many people are going to change away from Time Warner if things aren't drastically improved.

Ryan Fitzgerald
Heartland Zone-CTLU

A



"Ryan Eschliman"
<ryane@neb.rr.com>
04/04/2007 10:17 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner cable complaints

History:

✉ This message has been replied to.

I'm not sure if your still taking complaints or not, but I would like to give my thoughts. We too have been experiencing a lot of the problems other customers were having. The Navigator software is working better now finally, but it still lacks a lot of features such as telling you a program is new like the old software did and the graphics look horrible on my 57" HD screen. At one point in December I timed how long it took me to go to a channel in the guide hit record and change to a new channel. It took me 9 mins. to do this simple process. Where it should have took under 9 seconds. Time Warner's solution when I called was to unplug the box and that they are working on the problems. It turned into a daily unplugging of my DVR. They did offer 4 months ago to give me a refund of the digital tier service and the DVR service fee, but I have yet to see the credit on my bill.

Thank you for your time.

Ryan Eschliman



samplethisnow@webtv.net
(A A)

03/30/2007 05:49 PM

To cic@lincoln.ne.gov

cc

bcc

Subject Time Warner Cable

I attended the meeting and listened to the Time Warner spokesperson but I still disagree with what TWC is doing to its customers. I was interested to see if the other two "beta test" cities are seeking resolution through their city council. None of this Navigator should have been put out until it was in working order. I still believe TWC should not be allowed to use its customers as TEST subjects unless we volunteer to be one. And from the meeting prior to this one, TWC spokesperson stated 3 months should be enough to fix everything. That's 3 months plus the months they have had since this trash has been put out. If I was smart like Jonathon Cook, I would have unplugged the dam machine before the update went out so I could still have passport.

I am asking the city council to force the hand of TWC to give its customers the option of going back to Passport until they get their crappy programming fixed. And the so called credits are not all they are cracked up to be. Six months free HBO that only occasionally shows a newer movie. Some of the people at the meeting said \$3 credits is what they got. C'mon, these people are stalling and ripping off Lincoln. The poor spokesperson probably gets cable for free and she has to talk well of her company cause it's her job. I say give them 3 more weeks then shut them down if they can't give us passport back. They are still making a huge profit and even more so now than before for services not rendered. That's how I feel anyway.

That long haired guy with the beard, Steve, maybe he should be allowed to go in and fix their problem. Sounds like he knows what he is talking about. My reason for not switching to Sattelite was the contract but I think within the next month I am going to. Thank you for your time. Oh and one more thing, the spokesperson mentioned she had a low number of complaints in comparison to the amount of calls they get a day. If I could get everyone I have talked to about TWC and the Navigator to email the city council, we could double that stack of printed out negative email complaints. People just don't want to take the time.

Sincerely,
Mark Beck



"Stephan Andersen"
<sandersen5@neb.rr.com>

03/28/2007 02:59 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Cable issues

The new programming guide is definitely a major step backwards. Locating program information is extremely frustrating and recording on the DVR system is no where the level it used to be. We're contemplating alternatives such as dish systems to replace cable unless there are plans to change the programs soon.

Stephan Andersen



sb5115@aol.com
03/27/2007 06:35 AM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: Cable complaint

I want it to be known that I'm not satisfied with my cable service provided by Time Warner. I've complained several times and I'm given the same answer, reboot your DVR. It works fine after its rebooted, but goes right back to the way it was a couple of hours later. I call back and they "advise" me to bring the DVR in and they will replace it. Now who has the time to drive across town and get a replacement, or wait at your residence for a 6 hour block. I sure don't, and I shouldn't have to. The system worked fine when it was Passport and Time Warner wanted to make more money so they did their own software release that was terrible.

I know I'm not alone, but something needs to be done for the last several months of nothing but problems. Since we were a "testing" city, we should get something for putting up with the less than adequate service. At least Time Warner should do that.

Something needs to be done to attract more businesses that offer cable services. If we had more than one company that provides cable service, there wouldn't be problems like this, and if so, we could take our business elsewhere.

Scott Bourn
4225 N. 25th Street
Lincoln, NE 68521

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sbendler@lps.org

03/27/2007 12:02 PM

To cic@lincoln.ne.gov

cc Ann Shrewsbury <ann.shrewsbury@twcable.com>

bcc

Subject support for TWC

I , too, had some problems with the new Navigator system. I had good help over the phone which temporarily helped. Eventually, TWC brought out a new box and my problem was solved (I think the old box was the main problem). TWC always treated me fairly and worke me in according to my work schedule. They were polite, friendly and helpful. I feel TWC worked hard to solve my problem and compensated me very fairly.
Scott Bendler



SBixby@ameritas.com

03/28/2007 05:50 PM

To: cic@lincoln.ne.gov

cc

bcc

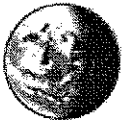
Subject: Time Warner

Dear Advisory Board:

Because of the new digital installation, all of my pre-set recordings on the DVR were erased and programming missed and to never be retrieved, plus all of the recordings that were stored were gone and never to be retrieved. Because of the pre-sets being erased, I was unable to record some programming since I was unaware that this feature was having problems. I feel that the cable company should be held accountable for this mistake. If this were any other company they would have to reimburse the clients for the inability to have access to programming. We have been paying our fees on a regular basis for a service that was flawed, It is inexcusable, please help.

Sherman Bixby
10900 S. 56th
Lincoln, NE 68516

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sheri
<sbrosche@yahoo.com>

03/27/2007 08:19 PM

To cic@lincoln.ne.gov

cc

bcc

Subject Time Warner Comments

I am not able to attend the hearing for Time Warner Cable but I would like to have some input. I have been a customer since I moved here in June 06. I pay approxmetly \$225 a month for cable, phone, and internet. I had the same services minus the phone in Jacksonville FL where I previously lived and paid about \$160 a mo. So I would say the rates are a little high, but average.

I have 2 dvr boxes, and I immediatly noticed problems with the new services when the navigator changed. We had delay problems when fast forwarding or rewinding anything. It would delay up to 3-4 min at a time and just sit there and not respond when you pushed the buttons. If I was fast forwarding thru a commercial and hit play it would just keep fast forwarding and eventually run out of show to fast forward thru and I would have to start the whole program over and fast forward to that part again, AND no be gaurenteed it wouldn't happen again. This went on for a good 2 mos. It is fine now, and has been for about 3-4 weeks. I tried in vain to get thru to customer service but lines were always to busy for me to wait...

Thanks,

Sheri Brosche-Koebel

TV dinner still cooling?

Check out "Tonight's Picks" on Yahoo! TV.

<http://tv.yahoo.com/>



Jeff Schnittker
<schnittker_jeff@yahoo.com
>

03/28/2007 09:31 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Owes Refunds

Hi,

I'm sure you've heard all the complaints about Time Warner's Navigator. They are all true. While I have never had "bad service" from a tech support staff, Time Warner has refused to fix all the problems associated with the Navigator. The Navigator rendered my cable virtually unusable for the first two months of service. For this, I expect a full refund. During the past two months, the service has been 60% usable, for this, I expect a 40% refund.

Action has to be taken. Time Warner did not deliver on their commitments. Please deliver on your commitments to the city and ensure Time Warner customers receive refunds.

Thanks,

Jeff Schnittker

402-435-0455

Get your own web address.

Have a HUGE year through Yahoo! Small Business.



"Robyn Slightom"
<scoobie74@windstream.ne
t>

05/16/2007 04:51 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner Cable

I am having issues with my cable also, but my main issues were with internet and phone with Time Warner Cable and I wanted to send you my issues with that because I don't believe that I am the only one with these other issues. I believe that Time Warner will blame anything but themselves so that they do not have to give credits to people. They are getting very good at putting blame on anything and everything else so that they don't have to be held accountable for their problems.

I did have my phone service with Time Warner Cable. I had my cable internet service with Internet Nebraska but everything was billed to me from Time Warner and I would have to contact Time Warner with any issues that I had with my internet problems. We have had problems with both internet and phone for the last couple of years. It would get better at times, but then it would get worse than ever at times. The phone service is VERY horrible. You can be on the phone with someone and the person on the other can either not hear or you are so scrambled that they can not understand anything that you are saying. The internet service got slower and slower. I was paying double the amount that we paid for dial up and our speeds were slower than dial up. It seemed like every time that we had problems and called Time Warner, it took several phone calls and even several trips of them coming out to our house to get the problems resolved. Towards the end, all the blame was going on us, the customer. Tech support did not want to deal with the problems. On April 30, 2007, the caller ID on the TV started working. It was very ironic that as soon as the caller ID showed up on the TV that at that same instant we lost internet. We called Time Warner and was advised that it had nothing to do with the caller ID on the TV that it was all on our end. The blamed our router for the internet problems. We went out and spent \$50 on a brand new router plus additional funds on some new cables and, guess what, the internet still did not work. We called Time Warner back after having our tech guy come out, who found that it was not on our end. Time Warner came out on Wednesday May 2nd. They changed a cord and the internet was fast when the tech guy was there and in contact with the main office of Time Warner and of course with in 5 minutes of him leaving, our internet was as slow as dial up again. We then had them come back out on May 3rd. First words out of the tech's mouth was that it was our router. My fiancé told him that it was not the router because it is a brand new router. Then the tech proceeded to blame a squirrel for the internet problems. We did finally resolve our problem with Time Warner by switching our internet and phone service to Windstream. We are having no internet problems now. The speeds with Wind stream are so much faster. When you call there support lines, you get through to them with in a couple of minutes at the most. They stay on the line with you until everything is resolved! They do not put any blame on you the customer. Also, the phone service is so much better. People can hear us when we call them!!! The only reason why I did not do there package with Dish Network is because I would rather not have a Dish. But, I will be trying to get a hold of other cable companies and talk with them about moving into Lincoln. I think that Time Warner would be in big trouble if we had another cable company come into this town. Hopefully other citizens of Lincoln will also start contacting other cable companies about the possibility of coming into this town. It would be nice if the city would get involved with asking another cable company to come into town. The tech support need lots more training in how to handle upset customers. Do they really expect the paying customers not to get mad when they call in and have to spend 15-45 minutes waiting to get to someone to help them. When I returned my cable modem, the girl that helped me really did not care of the issues that I had and why I was no longer using them. That is not very good customer service!!!

Most of the time, our guide does not work on the digital cable. I will not be calling Time Warner with the cable problems, because I know that with the attitudes I got with the digital phone and internet that they will put the blame on me again so they don't have to give me a credit on my bill. Time Warner has grown into too big of a company and they don't care about their customers.

Thank you!
Robyn and Randy



SGThomsen@ameritas.com

03/27/2007 01:01 PM

To cic@lincoln.ne.gov

cc

bcc

Subject Time Warner Issue

I signed up and paid for the old system, with absolutely no complaints about service or cost. I didn't sign up to pay for this new system, which is slow, incomplete, NOT reliable.....Time Warner wants to use us to test their new system.....that's their prerogative.....I don't think we should be expected to pay full price for something we didn't ask for and doesn't compare at all to the product we purchased.....it would be different if the new system worked correctly.....it's been months, and it's still not any where near the old reliable product I happily paid for.

I understand Time Warner built their own system. I also understand they had to test it somewhere. I just don't understand them charging us full price for a test product that people are not happy with that replaced something that worked well and we'd agreed to pay for.....SGT

Shannon G. Thomsen
Ameritas Life Insurance Corp., A UNIFI Company
Group Dental & Eyecare
National Accounts Sales Coordinator
sgthomsen@ameritas.com
800-543-7784 Ext. 82023
Direct Line 402-309-2023
FAX: 402-309-2585

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Sinjon45@aol.com
03/27/2007 10:07 AM

To: CGuilliaume@ci.lincoln.ne.us

cc

bcc

Subject: Re: Fw: Time Warner Cable Performance Evaluation Public Hearing

Have I had issues with Time Warner? That is a loaded question. And I have neither the time or the inclination to go into any detail, however I will say two things. The way Time Warner has handled the upgrade is the equivalent of purchasing a new car and every time the car breaks down the dealer tells you to pull the car to the side of the road, shut off the car, wait ten seconds, then start the car up and drive off. And if the car continues to give you problems, repeat the process. And for any inconvenience this may cause you the dealer will give you a free oil change. Sound fair? In other words I'm paying for a Mercedes and I got a Yugo.

Now I will make a prediction; Nothing will come of these hearings, Time Warner will continue the same business practices, they will continue to charge too much, Ms. Shrewsbury will continue to tell the public we are getting a deal, and the city council will still grant them a license to operate in the city.

You may read this statement for the public record.

John C. May
Lincoln NE

AOL now offers free email to everyone. Find out more about what's free from AOL at AOL.com.



"Sandra Jennings"
<sjennings@neb.rr.com>

05/16/2007 10:35 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner Cable

My name is Sandra Jennings and I have the full Time Warner package and I am very unhappy since they switched from Navigator to this new system. I have the DVR and HD and neither one of them work the best and everytime they come out to work on it and replace something it gets worse instead of better and when you call them they always have some stupid reason why it doesnt work. I think we should get a full month's bill as a rebate and that they go back to the old system. I also think their rates are too high. Please do something about this situation. Sandra Jennings

PS My cable bill is over \$75 with the HD and DVR.



"Steve Lukehart"
<slukehart@kmbs.konicaminolta.us>

05/16/2007 11:01 AM

Please respond to
<slukehart@kmbs.konicaminolta.us>

To <CIC@Lincoln.NE.gov>

cc

bcc

Subject FW: time warner

Dear committee;

Enclosed is the letter I sent to Time Warner, along with a business card for contact information.

There response was a voice mail on my disabled wife's cell phone telling her to go crawl around on the floor, unplug the units, and see if they worked.

Having lived in several states over the years, my experience is that Time Warner is the worst service at the highest price.

I would encourage your group to push hard for re-imbursement of non working services they charge for, and to greatly encourage in any way possible competition in our market place, to give our citizens a choice of providers.

Steve Lukehart
Branch General Manager
Konica Minolta Business Solutions
5005 Russell Circle
Lincoln, NE 68507
(402) 464-0555
fax (402) 464-2030

1420 West 24th St.
Kearney, NE 68845
(308) 236-7995
fax (308) 236-4233

-----Original Message-----

From: 953NEscan@kmbs.konicaminolta.us
[mailto:953NEscan@kmbs.konicaminolta.us]
Sent: Wednesday, May 16, 2007 5:54 AM
To: slukehart@kmbs.konicaminolta.us
Subject: time warner

1050 scanner



- Scan070516105446.pdf

March 10, 2007

Time Warner Cable

RE: account number 8347 10 001 1024323

Dear Time Warner;

We have been a long time customer of Time Warner; but are to the point of leaving due to the terrible service on our cable system.

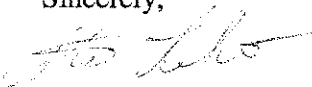
We consistently cannot get the guide to work. When you hit guide, the picture goes out. We cannot figure out if shows are new or re-runs, and the most common show always showing on Time Warner cable is N/A....

Many times the system will reset, or occasionally when we turn it on it is blank. Trying to spend monies with you to rent movies is almost impossible, with the majority of the time it saying the movie is not available. When we have been able to, we have had it quit in the middle; and not be able to re start it. Our solution was to go rent it again, resulting in us having to call and explain to get the double charge reduced to one.

We are totally frustrated with your services, and our decision of if we continue to do business with you will be determined by your handling of this.

As a manager of a nationally acclaimed company that relies on customer service and delivering products to meet the customer's expectations, I am very, very disappointed in Time Warner.

Sincerely,



Steve Lukehart
4833 N. 20th
Lincoln, NE 68521
402-464-0555
Cell 402-499-1441



darla h
<smiles4ya@yahoo.com>

03/27/2007 08:28 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner

I hate Time Warner but do not want a dish attached to my house. Everytime I call, I am on hold a minimum of 15 minutes to get through to a "customer service" representative. Once I get ahold of one of these individuals they do not help me and do the least amount possible to solve the problem and try to sell me additional products such as internet or phone.

Sucker-punch spam with award-winning protection.

Try the free Yahoo! Mail Beta.

http://advision.webevents.yahoo.com/mailbeta/features_spam.html



"Scott Morton"
<smorton@lamar.com>
05/16/2007 08:43 AM

To <cic@lincoln.ne.gov>
cc
bcc
Subject Time Warner

Dear Cable Advisory Board Members,

I am writing in response to the many Lincoln Journal Star articles on Time Warner's Navigator system. I would just like to urge you to be reasonable in your judgment of a company that has an exemplary record of providing reliable cable service to the Lincoln area for many years. It would be unfair to judge their entire existence on a few recent technical issues. Nobody is perfect, especially when new innovations are being implemented.

In my opinion, it would be an overreaction to expect Time Warner to offer "blanket" compensation to all of their customers. I think they should be free to compensate on an individual subscriber basis, because not everyone thinks the glitches were life-changing events. It is in Time Warner's best interest to take care of any unhappy customers because they want to retain them.

Do we hold LES to the same standard when a power outage occurs? I've personally had a flooded basement due to a power outage because my sump pump couldn't function. I didn't overreact because I realize that 99.9% of the time the service is reliable.

Everyone needs to relax and quit "piling on". Time Warner will compensate their customers accordingly. It just makes good business sense to do so.

Sincerely,
Scott Morton



Shannon Tucker
<smtucker80@hotmail.com>

03/27/2007 03:42 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner

I wanted to voice my opinion about the issues with Time Warner. We have the digital cable box and it didn't work for a full two weeks. We were in the process of moving, so we didn't call about it. Truthfully, we thought that maybe our box was outdated and when we transferred our cable it would be fixed. Then come to find out that everybody else was having the same problems!! That makes me very angry!! I know that we should have called, but sometimes people just don't feel like complaining. Especially when you work in retail and customer service and get sick of people complaining all of the time. My frustration now is that I basically paid for digital cable for 2 weeks that it didn't even work. Time warner cable customers should be refunded for the service that wasn't received. Thank you. Shannon Tucker

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Shandi P Petersen
<speterse@unlnotes.unl.ed
u>

03/27/2007 10:28 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: TWC Navigator

Dear Cable Advisory Board:

I would like to write to you about my experiences with TWC's Navigator service.

1) Have you previously had problems with Time Warner Cable services, including Navigator?

You bet! In fact, during the 4 month transition period, we were calling almost daily to report issues and problems. Primarily among those were "freezing" and "automatic rebooting" which occurred trying to use our DVR. We knew others were experiencing similar problems because during the times when we had our WORST problems, we would call the help line and be on hold for more than 40 minutes while they answered calls.

2) Are you currently having problems?

No. In fact, during one of our complaint calls, TWC representative told us that they were installing a series of "patches" designed to fix many of the problems. Once they installed these patches, TWC was correct, the problems were gone.

3) Have you had customer service problems?

No. Throughout the entire awful roll-out period, the customer service people have been friendly and responsive. In fact, during the last month when the problems appeared to be considerably worse than before, the customer service people were amazing. They were understanding, and offered a variety of options we could try, including a service call.

4) Have those problems been adequately dealt with?

Apparently so. We have not had any problems since our last call. The freezing has not been repeated. Our DVR box no longer automatically reboots and the programs we have scheduled for recording are, in fact, recording.

5) Did you receive fair compensation, or what do you believe would be fair compensation?

During our last service call, we were offered HBO, which we accepted. Was it "fair" compensation? No - because we don't really watch HBO (even though we have it now).

Fair would have been a discount off our bill because Lincoln was used as a beta-testing sight. The people of Lincoln should be compensated by Time Warner because it was not our choice to be a testing sight and the conversion was painful. Therefore, TWC should refund everyone with Digital Cable the up-charge of those fees. To me, fair would be my digital cable fee for four months because there were many times when we could not watch television during the conversion.

Overall, Time Warner is a good company. I realize that someone had to be the guinea pigs for this new software. No one wants to be the first one in (because they have to endure what we've endured) - like being the first ones across the Missouri before any outposts are set up.

However, now that it works, I do like some of the new features and I believe that Time Warner will continue to make modifications and upgrades that will be beneficial to me, the consumer.

Time Warner has been and continues to be a good community partner and we should be pleased that they continue to give back to their local communities.

Shandi Pettine Petersen
Lincoln, NE



Sandra Rodriguez
<srodrig1965@yahoo.com>

05/16/2007 11:01 AM

To cic@lincoln.ne.gov

cc

bcc

Subject Cable issues

I have always been a faithful customer to Time warner, but I am continually having to reboot both the cable box and the DVR box. I would estimate I have to reboot the DVR 3 to 4 times weekly, and the Regular box about 2 times a week. Both are slow to show info and also have NA for the info, it's very frustrating having to reboot the boxes and having the delay in the remote controls. I would prefer that they go back to the old software they had before.

No need to miss a message. [Get email on-the-go](#)
with Yahoo! Mail for Mobile. [Get started.](#)



"Sara Sedlacek"
<ssedlacek@neheart.com>

03/28/2007 07:24 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Cable Problems

Ever since the switch I have had several problems with my cable. I have had days when I go hours without service and then there was another time we had no service for days. When we placed a call to Customer Service for assistance, the rep had us unplug the box and wait. And we did that it still did not work. So I asked if it would just be possible to bring the box in to exchange it for a new one, with which she responded with a NO. She then told that she could send someone out, but it wouldn't be for a week. I said I was not interested because I was not going to pay for service I did not have for an entire week. so I would keep trying to fix the problem.

A couple hours later we tried the process of calling again and got a new rep. This rep gave us completely different instructions, which did work, but she also said that we could bring the box in but the problems may still persist.

I have also experience shows that I had set to record, would not record, this has happened on several other occasions.

What I have decided of Time Warner is that it is a company that DOES NOT put its customers first; it puts its self first! They do not provide their employees the proper training and access that they need to make the customer satisfied. And the definitely do not provided their customer with highest quality or even respect.

Sara Sedlacek
900 Rutland Dr. #509
Lincoln, NE68512
ssedlacek@neheart.com



SSLEMPKE2@aol.com

03/28/2007 12:40 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner

Thank you for the opportunity to make the following comments concerning Time Warner:

1. The graphics are terrible and not as informative as the previous software.
2. My DVR is inconsistent when recording programs. Sometime it records the requested show other times it misses them completely.
3. Better on screen information on how to use the DVR, what symbols, etc mean, and how to troubleshoot any problems.
4. A better way to "re-boot". I don't think it's easy for very many of us to have to get on the floor or move furniture or large TVs around so we can unplug and re-boot. There should be something on the remote.

AOL now offers free email to everyone. Find out more about what's free from AOL at AOL.com.



"Scott Stidhem"
<sstidhem@lancaster.ne.gov
>

03/28/2007 07:33 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner

To whom it concerns,

I am writing to plead with our city to bring in another cable company. Time Warner has some pretty fantastic people who work for them, however at its core it is a soulless greedy corporation, and in our community, runs a monopoly on cable. (I understand satellite is available but honestly very little else for those of us who do not want a dish on our home). I was a dedicated and loyal Time Warner customer, having been first on the block to have all of the latest technology. With the latest upgrade, Time Warner (herein referred to as TW) fixed something that was not broke; all in an effort to increase the bill monthly for services several people do not want or need. Please bring in competition. This will solve that greedy pig's problem once and for all. I am sorry if thoughts are unconnected; please feel free to contact me regarding any further questions or actions.

Disappointed former customer,

Scott Stidhem

402-601-2450

afirensyd@yahoo.com



"Sue Johansen"
<suejoh@neb.rr.com>

05/16/2007 07:49 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner

We too, been dissatisfied with our digital service and haven't had much success with answers. The best one technician told me was "to not believe everything you read in the papers", when I confronted him about other subscribers complaining about the service in the Journal Star. I urge you to investigate them.
Sue Johansen



Susan Lehn
<suelehn@yahoo.com>

05/16/2007 08:36 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Subscriber

I too have the DVR and digital cable. Have had it for about 2 1/2 years. We've had our share of troubles and have been told to re-boot or bring the box in enough times that I just quit calling. I didn't make any calls during the new Navigator phase because I knew what the answer would be (re-boot or bring in the box). Now I'm reading that people are compensated from Time Warner for their troubles. I think that all the DVR subscribers should get some sort of rebate or lowered monthly rate just for sticking with them. And not just the subscribers that complain often. What about the rest of us who have trouble but don't want to call, be put on hold only to be told the same old thing? I hope the Cable advisory board decides to compensate every subscriber.

Sue Lehn

Be a better Heartthrob. Get better relationship answers from someone who knows.
Yahoo! Answers - Check it out.



"Sue McMichael"
<suem2006@windstream.net
>

03/29/2007 09:31 AM

To <cic@lincoln.ne.gov>, "Dick McMichael"
<dmc michael@neb.rr.com>, "sharon benes"
<benes zoo@gmail.com>

cc

bcc

Subject Time Warner

City Council Members,

I hope that you will take strong measures to encourage Time Warner to get the necessary steps to get this programming issue fixed.. It has dragged on long enough.

We pay over \$200.00 per month. It is expensive, but we considerate it our entertainment -- When you work long hours or whatever and you have programmed a movie or series and it is not there when you have time to enjoy it. Or you are trying to change channels and the dial just sits there -- Or the faces on the screen are just digital squares-- Or you have to keep unplugging the TV (which is a huge job at our house as it takes four people for the big screen to move and get to the plugs-- Two TV's same issues at different times. When you're tired and want to relax it is extremely frustrating.

When you call regarding the service -- the response is unplug it... and they are just tolerating the call. Well, they should come immediately and unplug and reset stuff. The Update information was poor and just does not do it. We are no so young to have to reprogram every few days.

They offer special rates to new people -- but, those of us that have had their service for a long continue to pay their high price and pay for poor service.

We need another cable company for some true competition. Maybe the customer would have some importance.

Suzanne McMichael
4801 N 71
Lincoln NE 68507

402-467-2013



Joe Swatek
<swatek@actonfs.com>
03/29/2007 09:57 AM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: Navigator comments

Hello,

I noticed in the newspaper report that few comments were received about the Navigator programming guide and decided I should write -- especially because Time Warner claims complaints are subsiding.

When I try to view a schedule for a later time, even the next hour, the guide freezes while it loads data. At the same time, it blacks out the picture and sound of the program I'm viewing.

That's a worse situation than it was just a month or so ago. Then, the guide only froze when I tried to view schedules about 10 hours in advance.

When I do view advanced schedules and click off the guide, usually the entire screen goes black with no sound. It will remain that way until I click the guide on and off a few times. This is also a new development.

Again last week I had to reboot the box because it froze and I couldn't connect with any channel.

It's obvious that subscribers aren't calling Time Warner because they know they'll hear a recording and get the same instructions they've heard before.

If, as Time Warner claims, the company's employees tested the service before it was introduced, how were these glaring problems not obvious? It appears keeping to the timetable was more important than quality, service, or customers. Time Warner is still charging high fees, even with its defective service.

Lincoln needs a competing cable provider, not a monopoly.

Sincerely,

Joe Swatek
Lincoln



Teresa L Andersen
<tandersen2@unlnotes.unl.edu>

03/27/2007 08:31 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: TimeWarner

I would like to add my comments on Time Warner's Cable service to Lincoln:

I have the Extended Basic Service and have really gotten tired of paying over \$59 each month for the privilege of having clear access to the local channels and the few cable channels I actually watch. But the ones I do watch require that tier. The Paul Fell editorial comic in the Lincoln Journal-Star several weeks ago showing a television repairman removing the back from a TV set, revealing a "monopoly" monster inside, hit it square on the head. I really wish there was another cable option available to us in Lincoln.

I'm not a huge television watcher, but when I pay what I believe are very high monthly rates for a lot of shopping channels, I get very disgusted. And Time Warner has the "take it or leave it" attitude because they can. If they knew they had to earn our business, they just might have to straighten up. I really don't want to go to a satellite dish as I find them unsightly, but having Time Warner as my only cable choice certainly makes that option more attractive.

Teresa Andersen
QC Microbiology Laboratory Manager
Biological Process Development Facility
University of Nebraska - Lincoln
335 Othmer Hall, 820 N. 16th St.
Lincoln, NE 68588-0688
(402) 417-5877
FAX (402) 472-4985



Troy <tcalfee1@yahoo.com>

To: cic@lincoln.ne.gov

cc

03/27/2007 03:20 PM

bcc

Subject: Digital cable complaint

Please add me to your list of complaints for the Digital cable service. Everything worked great before they put in the new system. Now, things are not working properly. Some shows say they will record but do not. Sometimes they record with no sound. Changing channels is very slow. When you are watching a recorded show and fast forward to where you want to be it doesn't go back 10 seconds like it used to. Sometimes I go to buy a pay-per-view movie and it doesn't work. I get some weird error which tells me to call customer service and they just tell me that it won't be fixed until tomorrow?

Troy Calfee

Never miss an email again!

Yahoo! Toolbar alerts you the instant new Mail arrives.

<http://tools.search.yahoo.com/toolbar/features/mail/>



tcbooth@aol.com
05/18/2007 12:58 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Fwd: Cable TV or Internet Help Question/Comment

Yesterday I sent you a copy of an email I sent to Time Warner Cable. Attached below is their response and my "re-response." I believe my last note to them speaks for itself.

Thomas Booth
7941 Cooper Avenue Lincoln, Nebraska 68506
Phone/Fax: 402-488-6984
E-Mail: Tcbooth@aol.com

-----Original Message-----

From: tcbooth@aol.com
To: technicalhelp@neb.rr.com
Sent: Fri, 18 May 2007 12:56 AM
Subject: Re: Cable TV or Internet Help Question/Comment

No offense, sir, but you are in over your head with this issue. It is not about you teaching me to use Navigator via email, it is about making me whole for 8 months of trying to work with a miserable system. For \$167 per month, I am the customer and am entitled to service that gives me what I want, when I want it. For the money I am talking about, I want a user-friendly system, not one that programmers like. Please forward this to your boss, or boss's boss, whomever can make my rebate happen. The problem I cited was only one of many examples I could have cited. I don't mean to be rude, but you have done enough on this issue, please pass it on to someone who can make something happen. Thanx for trying, however.

Thomas Booth
7941 Cooper Avenue Lincoln, Nebraska 68506
Phone/Fax: 402-488-6984
E-Mail: Tcbooth@aol.com

-----Original Message-----

From: technicalhelp@neb.rr.com
To: Tcbooth@aol.com
Cc: technicalhelp@neb.rr.com
Sent: Thu, 17 May 2007 1:45 PM
Subject: Fw: Cable TV or Internet Help Question/Comment

Dear Mr. Booth:

There is more than one way to accomplish what you are trying to do. Therefore, I still need more information from you. Are you using an infrared device to tune the box at the recording time or are you using the power on and off settings on the box? The power on and off settings do have various settings to allow you to turn the box on and off on specific channels including daily, weekdays, weekends, and a repeating option for each day of the week. However, if you are using this method, you must remember to shut the box off when you leave for work in the morning as it does not force tune the box to a given channel if the box is already on as the setting is a on/off setting not specifically a recording setting.

Jeremy
Technical Service Representative
Time Warner Cable, Nebraska Division
402-421-0300 ext. 6220

----- Original Message -----

From: tcbooth@aol.com
To: technicalhelp@neb.rr.com
Sent: Thursday, May 17, 2007 12:10 PM
Subject: Re: Cable TV or Internet Help Question/Comment

The problem is the cable box- setting it to go to the correct channel at the proper time specifically. My VCR works fine and faithfully records daily. The settings for the cable box do not dependably reset the channel at the proper time for recording the right channel. I hope that is clear. Your cable box only allows me to manually go forward less than 24 hours and set the channel to change for the show I want. If you don't understand that, then find someone who does.

Thomas Booth
7941 Cooper Avenue
Lincoln, Nebraska 68506 Phone/Fax: 402-488-6984
E-Mail: Tcbooth@aol.com

-----Original Message-----

From: technicalhelp@neb.rr.com
To: tcbooth@aol.com
Cc: technicalhelp@neb.rr.com
Sent: Thu, 17 May 2007 11:31 AM

Subject: Fw: Cable TV or Internet Help Question/Comment

Dear Mr. Booth:

Thank you for taking the time to e-mail us with you input/feedback on the Digital Navigator software. I request that you clarify your complaint. Are you having problems with your VCR or your DVR? I am assuming the DVR is the device in question. Why do you set up your recordings daily rather than using the series manager? Like virtually all DVR software, Navigator has a function which allows you to set up a recurring recording. Thank you for choosing Time Warner digital cable.

Jeremy

Technical Service Representative

Time Warner Cable, Nebraska Division

402-421-0300 ext. 6220

----- Original Message -----

From: technicalhelp@neb.rr.com

To: technicalhelp@neb.rr.com

Sent: Thursday, May 17, 2007 12:27 AM

Subject: Cable TV or Internet Help Question/Comment

Form: /Nebraska/customer/contactus/cableSupport.html-CableSupport

Sent from: /Nebraska/Customer/ContactUs/cableSupport.html

FirstName: Thomas

LastName: Booth

Address: 7941 Cooper Avenue

Apartment

ComboBox1: Lincoln

Zip: 68506

Phone: 402-488-6984

Email: tcbooth@aol.com

QuestionComment: I have been patient w/ your TV service, but for over 6 months I have been unable to record (VCR) my TV shows dependably. I used to set the cable to change stations one time forever. Now, I must set each day for the next, and that doesn't always work. I pay you \$160+ per month for TV and internet. When will I get Passport back and get what I have been paying for? I have had to have service for my broadband several times also. I think 2 months rebate (\$360+) would be OK, but only if you return to the old service for TV. It's time for this foolishness to stop. Experiment progsomewhere else and get rid of Navigator and your idiot programmers.

AOL now offers free email to everyone. Find out more about what's free from AOL at AOL.com.



tcbooth@aol.com
05/17/2007 12:37 AM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject:

Below is a copy of what I sent to Time Warner cable. It's interesting that I can order any service online, but had to really search for a way to email TWC!!!

I have been patient w/ your TV service, but for over 6 months I have been unable to record (VCR) my TV shows dependably. I used to set the cable to change stations one time forever. Now, I must set each day for the next, and that doesn't always work. I pay you \$160+ per month for TV and internet. When will I get Passport back and get what I have been paying for? I have had to have service for my broadband several times also. I think 2 months rebate (\$360+) would be OK, but only if you return to the old service for TV. It's time for this foolishness to stop. Experiment somewhere else and get rid of Navigator and your idiot programmers.

FYI, I work from noon until approx 9pm Mon-Thur, so I obviously am not able to see much prime time TV without taping it. It has caused me incredible problems to have such limited capability for recording TV shows I want to see. The old passport service required one simple step to program the cable channels to activate at the right time and on the right channel, for daily, weekly, etc., programs. I could then literally forget about the recording process and it just happened as expected. With the current system, it is more like shooting craps, and I must set the cable each day to be sure to get what I want the next day. If TWC then picks that day to reboot, or I have to reboot for some reason, my settings are lost, and the cable box is shut off, making recording impossible.

I guess you get the point.

Thomas Booth
7941 Cooper Avenue
Lincoln, Nebraska 68506
Phone/Fax: 402-488-6984
E-Mail: Tcbooth@aol.com

AOL now offers free email to everyone. Find out more about what's free from AOL at AOL.com.



"Ted Scott"
<Ted@MailDataPrint.com>
04/05/2007 09:32 AM

To <cic@lincoln.ne.gov>
cc
bcc

Subject Cable Advisory Committee

I am writing concerning the Time Warner Digital Cable / DVR / Navigator, etc. While the most current version of Time Warner's DVR is far improved over what we suffered through early on - it still is NOT the Navigator that we used to have.

I really just wanted to let this group know that while many, many of us are silent and while we don't take the time to attend your meetings and voice our opinions - We are still receiving a product inferior to what we used to have in the Navigator.

The very bottom line is that Time Warner freely increases their rates and unless you switch to a competing service [Dish Netowrk] - they really don't care what type of service you receive, we are a captive audience. The City of Lincoln should seriously consider competition in the cable TV market. I'm certain that another provider would gladly pay to access the infrastructure and create the needed competition to provide stellar cable tv service. For what consumers are asked to pay for digital tv service - the product we are receiving is far less than what you can receive in other markets [Denver, Kansas City, Chicago, Omaha].

Thank you,

Ted Scott
5316 Patmore Road
Lincoln NE 68516

--

No virus found in this outgoing message.

Checked by AVG Free Edition.

Version: 7.5.446 / Virus Database: 268.18.26/746 - Release Date: 4/4/2007
1:09 PM



TEXASBIRDS@aol.com

03/27/2007 02:14 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: re/time warner

To whom it may concern:

We moved to Lincoln three years ago, and just can't see why an outstanding community like Lincoln has such an out-dated cable service.

We previously had the Cox cable system. A much more "with it" cable system than Time-Warner. Time-Warner has OLD programming, that they can buy cheap and feed to their subscribers. They just are not nearly as up-to-date as other cable systems.

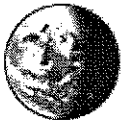
Our city is getting ripped off by this cheap, outdated system.

Please see if you can't modernize our programming, or dismiss the current cable system our city is locked in to by contract - or are they?

We feel sure that the subscribers would feel better with a better cable provider, once they realized how poorly our community now is being forced to subscribe to.

From some very concerned residents.

AOL now offers free email to everyone. Find out more about what's free from AOL at AOL.com.



"Tasha Fifer"
<tfifer@lamar.com>

03/28/2007 10:50 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner

I'm still having problems with my new HD DVR time Warner box. Just this last Monday I was strolling through the guide and the box just started to reboot it self again. This was in the middle of the day, when I was home for lunch. This is not the first time this has happen, and I'm sure it will not be the last time.

Tasha Fifer



"Terry R. Rush"
<TheNebraskaKid@neb.rr.com>

03/29/2007 10:07 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Cable

To whom it may concern,

This letter is being written in regards to Time Warner's "improvement" to their cable service. We were and are being lied to.

Prior, the new "improved" system, searching listings was at least 5 times faster. Nearly instantaneous. You could search to see when that show was going to show again. The movie listing gave the following information no longer given: Several cast members, director, what type of movie it was (drama, western, comedy, etc.), and much more information about the movie itself.

My son is a computer programmer and web site designer owning his own business. He also does work, including writes articles for Micro Soft. When he saw the visual aspect of the "improved" cable vision, he immediately stated, "It looks like they are using late '80's graphics. Clearly somebody is using incredibly cheap programming and processing", "You're paying more and getting less".

With all of this, our prices keep increasing and the service has gotten worse. They keep adding needless, useless channels under guise of improved programming. Lincoln cable prices are nearly double that of Omaha's where there are two cable services who compete against each other saving consumers hundreds of dollars a year. Why can't we have a respectable cable competitor to go against Time Warner. Do they own this town?

We need a respectable refund AND better service. And, the type of movie listing we had before Time Warner "improved" our service. Thank you for your time. Hopefully mine and other letters will be truly taken to heart and respected.

Respectfully submitted,
Terry R. Rush



"Kim Schwaninger"
<thorkim@msn.com>

03/28/2007 09:17 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner cable problems

I am not happy with this new navigation guide at all. We have had several rebooting problems, but primarily our problems involve the guide itself. As late as this noon, I tried to find out what was on a channel at 7:00 tonight. I tried this at noon. What happened was it said N/A and froze. I wasn't looking for something two or three days away.

I do not have a DVR or a digital phone. Or Road Runner. I strictly have cable TV. I have heard the new navigation system is in place so that it is compatible software for the ones that have these others services (primarily the phone system). Well I don't have a digital phone and simply want the navigator to function properly. Now, you try to get more info for a move and you get nothing. Not the stars of the show, or anything like the old Passport had. This is terrible because Time Warner continues to raise rates every single year. We have worse service than ever. For the first time EVER, I no longer have Cinemax or Showtime due to the prices that have been charged. I also feel Lincoln was used as a guinea pig in this. Probably figured we were hicks and would not notice or complain. We are paying for an inferior service and I would like to be reimbursed as well.

Kim Schwaninger (account under my husband's name Steve)



"Tammy Hurlbut"
<thurlbut@hotmail.com>

05/16/2007 10:53 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Cable

I would like to request compensation from Time Warner Cable. We are still experiencing problems with the Navigator guide. When attempting to view the guide we get No Data. On April 1, 2007 I received an email from Brian Cecere, who said he was the Vice President of Sales & Marketing at Time Warner Cable. He was replying to a previous email I sent expressing my dissatisfaction with Navigator and the problems we were having. He asked for our phone number and a time that he could contact us regarding our problem. I emailed him that information twice and I am still waiting for him to reply.

I'm sure Time Warner wouldn't appreciate it if customers paid their bills in the same fashion that we wait for them. The guide issue is still a problem at our house and I am very disturbed that Time Warner Cable isn't addressing our issue. It doesn't do any good to call, I don't have the time to be on hold for 20 minutes, waiting for tech support, only to be told to unplug my box and wait 5 minutes. I think they should be held accountable and I think we deserve compensation for still putting up with this problem and because I am still waiting (after 6 weeks) for Mr. Brian Cecere to call me.

Thank you,
Tammy Hurlbut, 700 Lyncrest Drive, Lincoln 476-6399

Like the way Microsoft Office Outlook works? You'll love Windows Live Hotmail.

http://imagine-windowslive.com/hotmail/?locale=en-us&ocid=TXT_TAGHM_migration_HM_mini_outlook_0507



"Tammy Hurlbut"
<thurlbut@hotmail.com>

03/27/2007 04:51 PM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Complaint

As I am unable to attend the meeting Tuesday I would like to express my frustration and disappointment in Time Warner Cable. We are still experiencing difficulty with our program guide. When attempting to view our show options we experience No Data and have to wait for the guide to load. There is no reason for this. Why weren't they able to work out the bugs before the release. I am so tired of calling, being on hold for an eternity, and then being told to unplug my cable box. This does not solve the problem. It just gets the tech people off the hook.

For the amount of money we pay for cable I feel we should at least have a product that works, and works properly. I have had to pay the full amount of my monthly bill, even though Time Warner has not lived up to its end and provided an acceptable product. I think they owe us a partial refund for not fulfilling their services.

My recent frustration with Time Warner has steered me away from any other products they have to offer for fear of the same type of service.

Please make Time Warner accountable.

Tammy Hurlbut
Lincoln, NE

The average US Credit Score is 675. The cost to see yours: \$0 by Experian.
<http://www.freecreditreport.com/pm/default.aspx?sc=660600&bcd=EMAILFOOTERAVERAGE>



Tiina Adams
<tiina@lps.org>
03/26/2007 10:34 AM

To CGuillaume@ci.lincoln.ne.us
cc
bcc

Subject Re: Fw: Time Warner Cable Performance Evaluation Public Hearing

See below in bold and red font:

CGuillaume@ci.lincoln.ne.us wrote:

----- Forwarded by Connie J Guillaume/Notes on 03/26/2007 09:51 AM -----
Connie J Guillaume/Notes 03/26/2007 09:32 AM
Subject Time Warner Cable Performance Evaluation Public Hearing

NOTICE

Time Warner Cable Performance Evaluation Public Hearing
The Cable TV Advisory Board will be holding a public hearing on:
Tuesday, March 27th, at 7 PM
City Council Chambers
County/City Building
555 S. 10th St.

You are receiving this e-mail because you previously communicated with the City regarding Time Warner Cable.

The Cable TV Advisory Board is seeking your detailed input as to issues it should include in its performance evaluation of Time Warner.

Have you previously had problems with Time Warner Cable services, including Navigator?

Yes and have called them. Most instances they could help and correct.

Are you currently having problems?

Yes, still have to reboot because it will not hold data and also when wanting to type in program to find times it sometimes does not work and then it loses data again and you have to reboot again. It will not load 8 days worth of programming like they said it would, sometimes can't even load 2 days worth.

Have you had customer service problems?

Not really, but all they say to do is unplug and reboot. They have no satisfactory answers to resolve what is going on.

Have those problems been adequately dealt with?

No, other than unplug and reboot. All the software updates they claim are to resolve issues have not seemed to help. We still end up with the same problems. It seems that some updates even tied up the network and froze it, we again had to unplug and reboot.

Did you receive fair compensation, or what do you believe would be fair compensation?

Nothing has been compensated for in our household. They raised rates to cover some things that came up, but nothing has been done to help with the problems that Navigator is having. Doesn't quite seem fair that they increase rates and yet the system isn't working. There should be some kind of compensation or refund given to all Time Warner Cable subscribers, but I don't know what amount that would be. It should also be retroactive in that the refund/compensation go back to the time that Navigator was installed. Also, why didn't they have a working system before installing? The system replaced was working very well and now we have something we cannot rely on. Very strange to me! We pay a fairly large sum of money for what we get for cable and with it not working it makes it difficult to pay the full amount each month. Something really needs to be resolved with this, whether they go back to the way it was which I am sure is impossible or else come up with a working system.

We'd like to hear your feedback at the public hearing, or if you are unable to attend you may e-mail responses to:

See above for my email responses to the questions asked. They are in bold and red. Thank you!

cic@lincoln.ne.gov send letters to:

Attn: Cable TV Advisory Board
Citizen Information Center
555 S. 10th St.
Lincoln, NE 68508

Thank you.



- tiina.vcf



tj38@neb.rr.com

03/27/2007 05:28 PM

To cic@lincoln.ne.gov

cc

bcc

Subject time warner

To Whom It May Concern:

I just got back from vacation and saw this hearing information.

I'm probably too late but, my complaint, one of a few concerns web mail.

The service offered for the price paid is very inadequate. When I inquired about the lack of service offered by this "paid" e-mail, I was told by the representative, "get Yahoo or some other service if you want that stuff." What a great response.

I would like to see a better upgraded e-mail server. One that would let me cache address files, also folders for family, friends, work etc.

When you are paying over \$150 a month for three things, phone, TV and internet services by one company this is a travesty.

I moved from Omaha where you had choices, Lincoln, you have no choice thus, no quality service. If there was competition, you would see things improve ve rapidly or the loss of business would be very noticeable on the bottom line.

Regards

Tom Johnson
7101 South St #11



<tklaassen@neb.rr.com>

03/28/2007 10:18 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Time Warner

I've also had many of the same problems other customers have had. My cable box just reboots in the middle of shows and Time Warner tells me that they don't know what is wrong. My Navigator Guide has froze and I can't change channels or exit out for five to ten minutes. The Navigator Guide still provides incomplete information and does not the full description of the show. It doesn't even list if it is a repeat or new show.

I would have hoped these simple problems could have been fixed by this point, but evidently, I expected too much for the \$140 I pay Time Warner each month. I have contacted Time Warner repeatedly about these problems and on one of my calls about my cable box freezing up, I was told that I didn't need to call each time for that and all I had to do was reboot the box by holding down certain buttons.

If I was a private business owner and I provided my customers with a junk product and poor customer service like Time Warner, I would be out of business. But since the residents of Lincoln have such limited alternatives to Time Warner, Time Warner continues to take advantage of us by giving us a junk product that after all these months and several "upgrades" still does not work properly. To compensate me for my problems, I have received a whopping one month of free DVR service which comes out to right around \$7. I was to receive an additional \$5 off, but never received it.

Time Warner knowingly and deliberately introduced a horrible, junk product and to compensate the customers of Lincoln for our problems, they gave us very little in refunds. They even raised their rates during this mess!!!! I really would like Time Warner to provide extensive refunds for the customers of Lincoln for the numerous problems we have had to endure. I appreciate your time in looking into this matter and hope Time Warner is held responsible for their shoddy business practices.



"Campbell, Teresa L."
<TLCampbell@magellanhealth.com>

03/27/2007 12:58 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Cable concerns

My husband and I have had Time Warner Cable since we moved to Nebraska in 2000. The switch to this new programming guide has been very unsuccessful in my opinion. We lost shows that were scheduled to record one minute and then next we looked they weren't scheduled anymore and failed to record. We would try to do anything on the new guide and there was a very long delay before the action I chose would activate. So therefore, when fast forwarding you couldn't get it to stop when you pushed play and the entire show would fly by in fast forward. If you press too many buttons in a row the whole thing will shut down and reboot itself. We have called numerous times to complain and find out how to get better service out of our dvr. Each time we were on hold for over 15 minutes. Then we were told this is how it is going to be for a while and we just need to be patient. Then next time they decided to send out a technician thinking there may be more problems. That night we were called saying they couldn't send someone out and then we were disconnected by Time Warner when the customer service rep said she pressed the wrong button. They finally sent someone out and he changed our dvr. This of course still didn't help. They told us multiple times they would compensate us by reducing our bill and this only happened 1x out of the 3x they stated this. I write them a check for \$135 a month and I don't even have movie cable channels. For this amount of money I expect better service or at least for them to fix/compensate when things go this wrong. I have a family member who works for a cable company in a different state and I know for a fact that we pay much more than many other cable companies charge and the service is much worse. Hope this helps and just wanted to thank you all for looking into this. You have my husband and my support on this. Thanks for your time.

Teresa L. Campbell
402-310-2099



"Martinez, Teresa"
<tma2d@allstate.com>

03/27/2007 12:10 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Awful program

The one they had before was more reliable and quicker, dvr is behind cuts off the last 5-10 mins of the show. Sometimes when you try to change channels it has taken as long as 2 mins to change. We have a joke in my household "Go change the channel now, the movie is starting in an hour"

Teresa Martinez

Policy/Doc/Spec - Life new business

Lincoln Benefit Life - Allstate Financial Service Center

800-525-2799 ext 87651

tma2d@allstate.com



"Tony Miller"
<tmiller@neb.rr.com>

03/27/2007 06:42 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject refund..

So when are we ALL going to get our refunds from TWC, beside a SELECT few that managed to make it thru their poorly staffed phone center? I feel TWC owes us something for inept service as well as being TWC's guinea pigs.

Tony Miller
Lincoln, NE



"Tony Miller"
<tmiller@neb.rr.com>
03/29/2007 06:44 AM

To <cic@lincoln.ne.gov>
cc
bcc
Subject Hearing...

Why were only 8 of the 20 people allowed to speak or voice their opinion? Seems kind of like the digital cable/DVR issue, we only get a percentage of what we are paying for. We DID NOT ask to be your guinea pigs. People have suggested free DVR rent for a little while because of this. It think that is baloney! We were charged for a service we didn't get all of, for WAY too long, and even had a rate hike in the middle! How dare you raise the price of an inferior product. If it wasn't the only cable company in town, and we had another option for the internet, besides DSL, we would be gone. RoadRunner is a fine product, not a single complaint there! But, TWC cable leaves a LOT to be desired. Please make this right with your customers.



tochsner@lps.org

03/28/2007 08:09 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner

I have been having trouble with my DVD recorder ever since they did the changeover. I have to "re-boot" the recorder at least once a week, and this has continued right up through this week. They say they have most of the problems fixed, but, not at my house. I can not get any satisfaction from Time-Warner due to the fact that when I call, I am put on hold for up to 20 minutes before I finally have to hang up. I think we need some sort of compensation for our dissatisfaction. If we had another choice for cable, this probably would not have become such a problem. The competition would make them more responsible for their mess. Thanks for anything that you can do to help us. Tom Ochsner



Todd Fallon
<toddfallon@yahoo.com>

03/28/2007 10:54 AM

To cic@lincoln.ne.gov

cc

bcc

Subject Time Warner Cable

I am a Time Warner customer who pays for the DVR/internet package and have for at least 6 years. I am very displeased with the new "Navigator" especially since it was advertised to be better than the original system. I was even more displeased and even shocked after using the system, voicing my dissatisfaction to the company, and still being charged the same rate as if the transition was fluid. Every time I have voiced my dissatisfaction I have been reassured that "it will get better" and "it is in its infantile stage" which it has not "grown" or gotten any better. To be specific the Navigator is anything but.

- It is slower and often freezes which requires resting the system.

- The search option for scheduled shows does little to narrow down the field unlike the old system which would show all times and dates under the specified title.

- I have had many shows not even record after they have been chosen and this was far beyond the initial transition from Passport.

- The fast forward option is pretty much useless as there is no room for error when pressing play after fastforwarding/rewinding.

- The Navigator will display a show as "new" when in fact it is not.

- Navigator does not give near the show information that Passport offered. Such as story line, episode name, actors, guest stars etc.

- Picture in picture does not record like the old system which would allow a 1 hour recording while watching another station.

- Even just deleting a saved show is more complicated and confusing compared to Passport.

I know some of the aforementioned seems petty but I felt I should mention everything to show the inferiority of the Navigator and why Time Warner customers should be refunded for the empty promises from the company and its service.

Thank you for your time,

Todd Fallon
1236 "H" St. #2
Lincoln, NE 68521

Don't get soaked. Take a quick peek at the forecast with the Yahoo! Search weather shortcut.
http://tools.search.yahoo.com/shortcuts/#loc_weather



tondrak@neb.rr.com

03/28/2007 10:06 AM

To cic@lincoln.ne.gov

cc

bcc

Subject Time Warner Cable

I hope it's not too late to comment, but TimeWarner is THE worst cable company I have ever had to deal with. I lived in Omaha for a year and Cox was amazing.

Since they know they are in a monopoly situation, nothing is going to be resolved. We need to allow other companies into our area so that competition can create better pricing and better service.

I first got my digital cable right after the Navigator was installed, so I have no familiarity with the old Passport system, but I was a TiVo subscriber for 2 years before attempting to make the change to TimeWarner's DVR. Let's just say that I still have to pay TiVo every month because TimeWarner's DVR will simply decide to stop recording new shows, or will cut the last 10 minutes off of a show. I also shouldn't have to turn on my tv 10 minutes before I want to watch something so that the channel guide will have enough time to respond to my attempts to navigate through it. The picture quality is hit or miss, and when you're paying extra for digital cable, then even more for HD quality, yet you experience pixelation during practically every show you record, it's ridiculous.

TimeWarner realizes they are the only game in town so they don't give a crap about their customers. We need someone to stand up for us, and let them know we deserve better. Please help us.

Tara Ondrak



TSVEHLA@neb.rr.com

03/28/2007 08:07 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner Cable Issues

I have been having problems with the cable guide like a lot of other people.

But here is one thing I think is more of a problem than that. They eliminated several features to "force" customers to upgrade to their DVR service.

The old cable guide had a feature call "vcr timer" that was eliminated. It allowed customers to look at the guide and select a program in the future and select it and it would automatically set a power on timer on the appropriate channel and time, so that a customer could record the program on a vcr. That feature is now gone. I could select several shows and the cable box would turn on, select the channel and power off at the appropriate time. Now all that exists is a "one time" power on to a channel and a "one time" power off...that does not even work.

I called customer support and they did acknowledge that it was gone, and I could do the same with DVR service...Something I used to be able to do for free was now going to "cost" me \$7/month....What a crock! I can record to tape or dvd for free...I'm not going to pay them money to record shows that I cannot keep permanently. By getting rid of this feature, they just make it more trouble to record and eventually customers will have to start paying more money to have the same features.

If this cable guide is supposed to be "better" then why did they get rid of features that were very useful?

This is just another way to squeeze more money out of us each month.



"Tom and Velana"
 <ttv@neb.rr.com>
 03/26/2007 01:02 PM

To <CGuillaume@ci.lincoln.ne.us>
 cc
 bcc

Subject Re: Time Warner Cable Performance Evaluation Public Hearing

History: This message has been forwarded.

----- Original Message -----

From: <CGuillaume@ci.lincoln.ne.us>

To: <will_k@cornhusk.net>; <ttv@neb.rr.com>; <mkenny55@gmail.com>;

<kent.plummer@bkg.ne.gov>; <cneemann@dobsonbrothers.com>; <jamesone@inebraska.com>; <ggulland@aol.com>; <carriepetr@gmail.com>;
 <ryan.earney@piusx.net>; <mjt5636@nebrwesleyan.edu>; <sidhe3333@cs.com>; <rladams@alltel.net>; <dmcentarffer1@neb.rr.com>;
 <treaa@allstate.com>; <dan.showalter@gmail.com>; <davepatrick31@msn.com>; <jamespilippo@yahoo.com>; <ggifford@uninotes.unl.edu>;
 <dstoehr@neb.rr.com>; <michael.sawyer@licor.com>; <bfocken@neb.rr.com>; <jim.metschke@ps.net>; <kevinc@radiks.net>;
 <jason.agee@hss.ne.gov>; <ryan.t.holt@gmail.com>; <davezeplin@yahoo.com>; <kj1139@windstream.net>; <sinjon45@aol.com>;
 <mh41243@alltel.net>; <jlytton@gmail.com>; <ssorensen@smithhayes.com>; <danmatousek@msn.com>; <dianne8552@aol.com>;
 <k1hawk@gmail.com>; <huskerharley@gmail.com>; <dnc5252@yahoo.com>; <sterlingmg@mindspring.com>; <mcarpenter@neb.rr.com>;
 <ah50317@windstream.net>; <worster.m@gmail.com>; <adamsc@neb.rr.com>; <lizzie38@alltel.net>; <dmcomedy@hotmail.com>;
 <coatney@alltel.net>; <huskerkel@hotmail.com>; <kv75302@windstream.net>; <aftan_h4@hotmail.com>; <antoniana@yahoo.com>;
 <action@lincoln.ne.gov>; <jani001@hotmail.com>; <russguill@gmail.com>; <producermatt@gmail.com>; <greggc62@alltel.net>;
 <llamer@neb.rr.com>; <mike.roselius@gmail.com>; <kl02526@alltel.net>; <gjacobs@capitivealternatives.com>;
 <samplethisnow@webtv.net>; <hebrco@aol.com>; <tiina@lps.org>; <eausher@aol.com>; <joycelmorgan@alltel.net>; <jhogg@neb.rr.com>;
 <dorothy.porath@ngpc.ne.gov>; <csnb99@yahoo.com>; <kj1139@windstream.net>; <csnb99@yahoo.com>; <NRwassik@aol.com>;
 <mjfrance@alltel.net>; <mspeid@lps.org>; <dianne8552@aol.com>; <genamarvin50@hotmail.com>

Sent: Monday, March 26, 2007 9:52 AM

Subject: Fw: Time Warner Cable Performance Evaluation Public Hearing

- > NOTICE
- > Time Warner Cable Performance Evaluation Public Hearing
- >
- > The Cable TV Advisory Board will be holding a public hearing on:
- > Tuesday, March 27th, at 7 PM
- > City Council Chambers
- > County/City Building
- > 555 S. 10th St.
- >
- > You are receiving this e-mail because you previously communicated with the City regarding Time Warner Cable.
- >
- > The Cable TV Advisory Board is seeking your detailed input as to issues it should include in its performance evaluation of Time Warner.
- >
- > Have you previously had problems with Time Warner Cable services, including Navigator? **YES**
- > Are you currently having problems? **NOT AS MUCH**
- > Have you had customer service problems? **COULDN'T GET THROUGH TO THEM**
- > Have those problems been adequately dealt with? **YES**
- > Did you receive fair compensation, or what do you believe would be fair compensation? **NO COMPENSATION, BUT THE PROBLEMS HAVE GOTTEN SOME BETTER. WE WOULD STILL LIKE TO SEE A BETTER SCHEDULE like we used to have and be able to have the box switch to a programed channel to record as it use to. It is very inconvenient as it is now. There is no way to record one program at one time and then change so that you can record another program on another channel later without being present to change the channel manually.**
- >
- > We'd like to hear your feedback at the public hearing, or if you are > unable > to attend you may e-mail responses to:
- > cic@lincoln.ne.gov
- > or send letters to:
- > Attn: Cable TV Advisory Board
- > Citizen Information Center
- > 555 S. 10th St.
- > Lincoln, NE 68508
- >



"Vicki Lill" <vlill2@unl.edu>

05/16/2007 01:50 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject Cable TV Comment

I am hoping that if Time Warner does issue credits to customers, it's not just to those who have complained the loudest. Through all of this, when I have called, I've been told to reboot; it's the new system; reboot; updates are coming, reboot, be patient, etc. Paying over \$100 a month for cable, we should be able to expect for near perfect service. Monday night during the storm that went through, our DVR quit recording midway through a program and didn't pick up the next scheduled recordings – so apparently Navigator doesn't like storms either.

Thank you for looking into this and making TWC be accountable for an expensive service.

Vicki Lill

6411 Cornflower Drive

Lincoln, NE68504



VOLKERK@nationwide.com

03/29/2007 08:55 AM

To cic@lincoln.ne.gov

cc

bcc

Subject Time Warner

I have had some problems with the cable systems and have not heard anything as too compensation. My problem was I was recording a show on channel 109 which is also channel 9 the system will not let you record more than two programs at a time and if you want to watch TV you have to watch one of the shows you are recording. The problem was that the system thought it was recording tow show when it was. I called Time Warner and they advised that this was a problem and I would have to reboot the system by unplugging the system.

I would like to see another option for cable in the city other than satellite as I really don't want a dish on the side of my house. What are the chance of that happening?

Thank you for your time.

Ken Volker
7643 S. 39th St
Lincoln Ne 68516



wees51@inebraska.com

05/17/2007 05:40 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: Time Warner

I also am still having problems with my DVR. I have called several times and been told the same thing, to unplug for a few minutes and then plug back in. But why should I have to do this when I am paying 100.00 a month for service? My remote freezes up, my screen freezes and then after pushing buttons on the remote it skips through whatever it was you wanted to view. I think there should be compensation to us for enduring all this. And yes I think that if we had been told upfront that we were a test case maybe our outlook would be different.
Louise Weides



"wees51@netzero.net"
<wees51@netzero.net>

03/28/2007 02:27 AM

To: cic@lincoln.ne.gov

cc

bcc

Subject: cable

----- Forwarded Message -----

Unfortunately, your mail was not delivered to the following address:

<cic@lincoln.neb.gov>:

Sorry, I couldn't find any host named lincoln.neb.gov. (#5.1.2)

--- Below this line is a copy of the message.

Return-Path: <wees51@netzero.net>

Received: from webmail43.lax.untel.com (webmail43.lax.untel.com [10.131.27.183])

by smtpout06.lax.untel.com with SMTP id AABDARBWKAXR3QZS

for <cic@lincoln.neb.gov> (sender <wees51@netzero.net>);

Mon, 26 Mar 2007 01:38:33 -0700 (PST)

X-UNTD-OriginStamp: yBQcIA4hrA+X8KirjXpOcWITOUVP8cUji6ujMfFAHe3QFRcXpYvA==

Received: (from wees51@netzero.net)

by webmail43.lax.untel.com (jqueuemail) id MHRDD64E; Mon, 26 Mar 2007 00:38:24 PST

Received: from [198.203.245.8] by webmail43.lax.untel.com with HTTP:

Mon, 26 Mar 2007 08:38:11 GMT

X-Originating-IP: [198.203.245.8]

Mime-Version: 1.0

From: "wees51@netzero.net" <wees51@netzero.net>

Date: Mon, 26 Mar 2007 08:38:11 GMT

To: cic@lincoln.neb.gov

Subject: cable

---_JWM__J18cf.2fb6S.59e7M

I have called a few times with problems. I called last Friday early am because my dvr just froze all of a sudden.

The tv was fine and then the screen froze up and then

everything went blank after about 5 minutes. Thinking it may be a cable problem

and not the dvr I went and turned on my

tv without a dvr and it was fine. I immediately called Time Warner Cable and reported the problem leaving my name, address, and phone number for them to

reach me. No one followed up with me about this problem. Thats

what bothers me because the first time I had problems all they said they

could do was take my name and put me on a list with the names of others

reporting problems. I was told to unplug the dvr from the outlet, wait a few minutes and plug it back n.

I did and it worked, but it would also reboot whenever it felt like it I guess. I also unplugged everything last Friday and it cured the problem.

I pay \$100.00 dollars a month for cable service alone and I don't think I should have to unplug my dvr on a regular basis. I have also had problems of recording

with the dvr. I have HDTV tiers and alot of the recordings freeze up or the picture will like pixell itself, it will lose sound also. This is very frustrating as you are

looking forward to a show and then not being able to because it's messed up. I just don't feel that there is any reason to call because no one calls back.

And I have seen all of the articles on satellite tv.

But do you know how much a special HDTV dish is? I have checked on this and it is 350.00. I can't afford t hat , and I'm sure alot of other people can't either. So unless another cable company is allowed to come to Lincoln most of us really do not have a choice.

Or Time Warner needs to get their act together. I feel cheated spending \$100.00 dollars a month.

Louise Weides



<wendy.effle@usis-csd.com>

To <cic@lincoln.ne.gov>

cc

03/27/2007 08:21 AM

bcc

Subject Public hearing

My husband & I are among the MANY Time Warner cable customers who are VERY unhappy. We moved last October and where we lived before we had Dish Network. When we moved we decided to go with Time Warner. They had made all kinds of promises of better service, better reception, way better DVR and guide systems. NONE of which has turned out to be true. Almost every time we turn the TV on, the guide is reading "N/A". We then have to dismantle the whole entertainment center, unplug the box and plug it back in so that it reboots. Not to mention all the times we've tried to DVR something, only to have it catch about the last two minutes of the show. We don't call the tech line anymore because when you do, you are put on hold for very long periods of time (one time was 45 minutes according to the timer on our phone), only to have them give you some lame excuse as to why your cable isn't working right. Then they promise a tech at your house between 5 & 9 PM and they call at 9:15 to see if you still want them to come out. Then when you reschedule it for around 5 PM the next night, they show up at 8:30 PM! I totally agree with the gentleman who was interviewed on the news. Why can't Time Warner go back to the old system they had before all of the problems started, work out the bugs from the new system, and then go back to it when it works right!? That would seem to make the most sense. I don't feel that there was any testing done on this new system before they put it out there for their customers to use. It's like we're a bunch of guinea pigs. I don't feel that we should have to pay them to test out their new systems. When we inquired about some kind of compensation for our troubles, all they were willing to offer us was "free" DVR service for 6 months. Oh, that's great, give me the thing that doesn't work for free! A lousy \$4.95 a month. \$29.70 total. Wow. What a way to keep customers! We're seriously considering going back to Dish. Never once did I have to reboot their system in two years! I think that Time Warner is just used to being the only option for Lincoln residents. They are certainly NOT the only option any longer. They need to realize that fact. When you fork out your hard earned money for a service, you expect to get what they say you're going to get. Not a half assed version of it.

Sincerely,

Dan & Wendy Effle
2609 Nottingham Ct.
Lincoln, NE 68512
402-423-5075

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"Wanda"
<whamilton1@neb.rr.com>
03/30/2007 08:16 PM

To <cic@lincoln.ne.gov>
cc
bcc

Subject Time Warner Cable

I wanted to address some of the things that Beth Scarborough said. She commented that "This is a learning curve, more than we anticipated." This indicates to me they knew there would be problems, and they used the city of Lincoln, to learn from those problems. As a consumer, I have lost money using their service. Each payment I must make to them is lost money. I was forced to accept this software, I did not have any choice at all.

I work for an online financial services firm. We constantly upgrade, and add new services to our website. If ANY of those new services or features do not work or even have minor flaws in their function. The upgrades are backed out of the system and off the web and are NEVER put back until all of the issues have been addressed and fixed. We do not take days, weeks or months to decide. The upgrades are uninstalled within hours.

Time Warner is not a financial services firm. However, I am losing money with every month this crappy software remains in place. Time Warner should be forced to make restitution to all their customers. It is a crime to force feed bad service, force consumer's to pay for bad service.

Lincoln does not have any other choices, other than DirecTV. We've checked it out, it really isn't an option. The City of Lincoln should go out, find another Cable Company and offer them incentives to come to Lincoln and provide Time Warner with some competition. Time Warner would never have forced this upon us if they had competition. They wouldn't dare, because they would have lost most of their business. We are held captive by Time Warner.

Add to all this, Ms Scarborough said, "this is typical of how we do business." That says it all. Time Warner is a morally and ethically bankrupt Corporation.

I urge you to provide the citizens of Lincoln with an alternative, and force Time Warner to make full restitution. Thank you.

Wanda Hamilton
2512 So 33rd St
Lincoln 68506



"Will Hansen"
<willh@educationquest.org>

03/29/2007 09:55 AM

To <cic@lincoln.ne.gov>

cc

bcc

Subject: Time Warner Comments

Dear Committee,

I am one of the customers that has been affected by this change in software for the Navigator system. When TWC first came out saying that they were going to be downloading some new software that would "enhance" and "improve" on the old software I thought nothing of it and figured that it would be exactly what they said. But, then when the software went through and I was able to see what they had done I realized that this was just another idea by some Executive level individual to save money at the expense of the customer. Besides if you were in the position that TWC is in, not having any competition to deal with except for satellite, wouldn't you feel that you can basically do anything that you wanted even if you did upset a few customers in the process. Even if this committee does find that TWC did not act in the best interest of its customers, what exactly are you going to do about it? Slap them on the wrist and say that was a bad thing that you did and let them go on their merry little way. Maybe if other companies were able to come in and compete with TWC then we would not have this type of company that doesn't respect its customers. TWC may not be a monopoly, but it is about as close as you can possibly get without breaking laws, and they are taking advantage of this as much as they possibly can.

You can not tell me that when TWC built this software and cut off ties with their contracted software supplier that they thought that what they had made was equivalent to what they had before? And, to advertise it as an improvement to the previous software is a joke. There is not one single thing in the new software that is better than the old. Everything is a downgrade to what we had before and yet for some reason they feel that they should still raise the cable rates this year.

Since the new software was implemented I have had to call TWC three times to try and see what was wrong with my cable box. One of the times I had to take my box in because it was completely fried and because of this I lost all of the programming that I had recorded on the DVR. But, did they offer to do anything for me, no, they just said that they are trying to work these problems out and that I should just be patient because we are the pilot group for the area. I didn't ask to be the pilot group, and if they were going to make us the pilot group than they should have notified us of this and told us about issues that may occur and maybe compensated us for the complications that we may have to go through. The other time that I had to call them it was because of my cable box responding very slowly to everything that I tried to get it to do. When I called them they told me that they were aware of the problem and that to fix it I should unplug the box every time that this occurs and that should resolve it for the time being. They told me that they knew about this and that they were trying to fix it, but for now it was just something that I had to deal with.

I really feel sorry for all of the individuals that work in the customer service area at TWC. I am sure that they have had to deal with a lot of angry customers that get upset with them even though it is not their fault. These individuals should not have to deal with this. The person that should have to deal with this is the president of TWC. Send all of the calls that TWC gets pertaining to this new software directly to his/her home phone and see if he still thinks that this new software was such a good idea. I bet that in no time he/she would decide that maybe this implementation of new software could have been handled a lot better. Even if they did not see the problems that could have happened when they first initiated this software, which I don't know how they couldn't have considering it is inferior to the previous software, they still could have handled things a lot better once the problems started arising. Instead of sending out more stupid pamphlets telling us how great this new software will be sometime in the next twenty years they could have sent out apologies and credited people's accounts that were in the pilot group.

The bottom line is that when you pay a premium for cable you expect it to actually work. And, when prices are raised you expect that something is going to be improved upon and not be less than what you had before. It is about time for TWC to pony up their mistakes and take responsibility for the bad calls that they have made. It is also time for the city of Lincoln to rethink how it does business with companies like TWC, LES, and Aquila. Allowing them to have full control of the market in Lincoln is not what America is all about. America is about the free market and capitalism, not about monopolies. For once do something that is in the interest of the people of Lincoln and not for those who you have the most interest in.

Sincerely,
Will Hansen
(402) 984-4016



<wjordan@lps.org>
03/29/2007 12:52 PM

To <cic@lincoln.ne.gov>
cc
bcc
Subject new navigator system

Dear Advisory Board,

Her are some complains I have on the new Time Warner system.

1. On the old system when you recorded on theDVR and fast forwarded thru some fo the recording and stopped the recording would automatically back up a few seconds to avoid overruns.

2.When you are in the channel guide the info they give you on each show is very limited. So when you press the info button it doesn't give you any more info on the program. The old system did!!!

Thank you for your time and effort in looking into this joke navagator system,it seems to me the only reason Time Warner went to it was to put call waiting on the T V to sell more phone service.

Bill Jordan



"wallace mcnabb"
<wmcnabb@neb.rr.com>

03/27/2007 12:11 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject time warner

we need competition in this area.

rates fall 28-40% when there is competition. quality of service goes up
also. its a fact.



"LaVerne and Bill Scott"
<wscott1@neb.rr.com>

05/16/2007 02:08 PM

To <cic@lincoln.ne.gov>

cc

bcc

Subject time warner

My husband and I are very satisfied with our Navigator. We can do things we could not do before. Once or twice, but no more than that, I called and the men were very polite and very helpful.

WE LIKE IT AND ENJOY IT.

LaVerne Scott



Yuris Dzenis
<ydzenis@unl.edu>

03/30/2007 12:23 PM

To: cic@lincoln.ne.gov

cc: Yuris Dzenis <ydzenis@unl.edu>

bcc:

Subject: cable guide problems

I fully agree w the article in LJS about the TW cable guide. I have 2 TV sets (and 2 cable boxes) in my home. During the guide change time last year, I installed a new guide on one set first and was able to compare the guides. The old one was so much better that I managed to find time to call Time-Warners to complain and to request not to change my old guide. They explained that they are still working on their program and that they will pass my specific complaints to the developers. They said that I don't have an option to keep the old guide. Since then (several months after), none of my specific complaints has been addressed. The complaints (and my main problems with the guide) are as follows:

1 - too slow (it takes much longer to populate the guide page when one first opens it; scrolling through the page is also much slower to the point that one gets empty lines instead of channel info and needs to stop scrolling to repopulate the screen)...

2 - info on programs is too short (practically none - one short sentence without key important info such as stars in the movies etc; I don't want to spend time watching the movie segment to find out who is in it...; the amount of info in the old guide was just right)...

3 - star rating for the movies is now hidden in the detailed description rather than shown in the first (summary) guide page - one needs to click on the channel to find it out - this is extremely irritating - I usually don't bother with the low-rated movies (don't have time) and would like to be able to pick up the high-rated one from the summary page, without spending time on clicking and loading the so called "detailed" (actually not detailed - see comment No 2) info...

4 - the time slots are not logical and often screwed up - guide would show program that has already finished only because it's finishing time was 5-10 minutes over the half hour slot break...

I usually don't have time for complaints like this. You can tell that the above is very irritating. I don't care about the "advanced" guide features such as search etc - I tried and didn't like them either, but I don't need them. The basic functions above though MUST be rectified.

I agree with the comment in the newspaper that TW should reimburse viewers for the inferior product we didn't ask for.

Y

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Yuris A. Dzenis, Ph.D.
R. Vernon McBroom Professor, Department of Engineering Mechanics
W315 Nebraska Hall
University of Nebraska-Lincoln, Lincoln NE 68588-0526
(402) 472-0713, (402) 472-8292 (fax), ydzenis@unl.edu



"yeshe@juno.com"
<yeshe@juno.com>
03/30/2007 12:03 PM

To: cic@lincoln.ne.gov
cc:
bcc:
Subject: Time Warner Cable Review

I wish to register my complaint against Time Warner Cable's new Navigator service. It is difficult to read, lacks important information on program constant, unreliable, and over all a pathetic product. I would never willingly purchase such a poor product or service. The previous information service was light years ahead of the currant product. Russell Semm.